

CHILD REFERRAL PROCEDURES (SHRINERS HOSPITALS)

March 2018

This guideline has been developed for Shrine Clubs and Nobles when referring a child to the Shriners Canadian Hospital for Children and the Shriners Boston Burns Hospital. The purpose is to present a standardized procedure for all Shrine Clubs and Nobles while at the same time preventing undue hardship to the family. It is very important that the family possess a clear idea of what to expect when they travel to the hospitals. This procedure will also make it easier for the hospital to assist families. Please keep this guideline handy for reference when visiting families.

ELIGIBILITY FOR TREATMENT

Any child requiring orthopedic, spinal cord, cleft palate or burn treatment, regardless of race, religion or colour, up to the age of 18, is eligible for admission to the Shrine Hospitals. A child admitted under 18 years of age can continue until age 21.

TYPES OF CONDITIONS TREATED

In general, treatment must fall within the scope of Orthopedic Surgery or Burn related injuries. Cases presently being treated at the Shriners Canadian Hospital:

- Spina Bifida
- Hand Deformities
- Cerebral Palsy
- Scoliosis
- Leg Length Discrepancies
- Club Foot
- Marble Bone Disease
- Plastics
- Brittle Bone Disease
- Amputations
- Dislocated Hips
- Skeletal Growth Abnormalities
- Neuromuscular Disorders

Our Shriners Boston Burns Hospital is staffed and equipped to treat patients with:

- Acute Fresh Burns
- Scarring and Deformity of the face
- Congenital Hairy Nevus
- Plastic Surgery as a result of healed burns and scarring which interferes with proper mobility of limbs.
- Cleft Lip and Palate (unable to do the orthodontics)
- Micotia and other ear deformities
- Some Cranio-facial deformities.

While as Nobles we are sometimes inclined to let our hearts rule our heads, we simply cannot treat every type of illness due to a limitation of funds. Therefore, careful screening must be made before an application is submitted to ensure the child's illness falls within our mandate.

PHILAE TEMPLE HOSPITAL ADMINISTRATION COMMITTEE

The Philae Temple Hospital Administration Committee is comprised of a representative from each club, elected and appointed Divan members, Philae's representative on the Board of Governors for the Montreal Hospital, Nobles appointed as Chairman and Secretary, as well as Nobility appointed by the Potentate as required.

The Committee is Co-Chaired by the Oriental Guide. In order to assist the Committee evaluate submitted applications, there is an attempt to have two doctors serve on the Committee at all times.

PROCEDURE FOR SPONSORING A CHILD

- First of all, visit the family with an application and tell them about the Shrine and Shrine Hospitals. Have brochures ready, be well-versed on what we do, and what expenses will be covered.
- Have a parent or legal guardian fill out the application form. Include as much background information as to the child's condition and past treatments, as is possible to obtain. A copy of the birth certificate and photograph is very helpful. The more information obtained on the submitted application, the quicker a decision can be made by the Committee as to whether or not a patient falls within our mandate.
- Forward the completed application complete with all pertinent information to the Philae Shriners Hospital Administration Committee for consideration, complete with the bottom of the application filled in as to what is being requested. . Application forms are available on our Philae website, Philae-Shriners.com or from either Club Committee Representatives or the Temple Office at (902) 453-6863 or 1-800-675-4074.
- After careful deliberation, the Committee will either accept or reject the application. If approved, it will be sent to either the Montreal or Boston Hospitals requesting an appointment. The sponsoring Shriner will be informed. If rejected, the sponsoring Shriner will be contacted by their Club Committee member as to the reason for rejection. In some cases an application may be returned for more information.
- Once the application has been forwarded to the respective Hospital, the family should request that their child's medical summary and previous x-rays from their doctor or treating facility be sent to the appropriate Hospital.

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CHILD REFERRAL PROCEDURES continued

If the application is accepted for appointment, the Hospital will call or write parents as to the appointment date and time. Usually, this will be given three or four weeks before the clinic date in order to allow ample time to plan the trip.

After the parents are contacted concerning an appointment date they are to contact the Recorder's Office to arrange transportation, accommodations, etc. Arrangements are usually made one to two weeks before the appointment date.

The first visit to either Hospital will be a clinic visit where the child will be seen by one doctor. This visit could be for as little as 15 minutes; however, the doctor will have spent time preparing for this visit by reviewing previous treatment information and x-rays.

CONFIDENTIALITY

The Sponsoring Shriner should reassure the family that all information processed is dealt with in a professional manner, that patient information is confidential, and is for the sole use of the hospital's professional team.

TRANSPORTATION

The child must always be accompanied by a parent / legal guardian. A completed copy of the 'Travel Information Form' should be provided so that the parent fully understands what to expect.

Airline:

Airline tickets will be purchased through the Philae Shriners Hospital Administration Committee. These tickets are automatically charged to a Diners Club enRoute (Mastercard) account with only the Recorder's Office having authorization to use this account. Airline tickets will be emailed to the families.

When arriving by plane, the family will be met by a Shriner at either the Boston or Montreal airport. In Montreal the family will meet a Shriner at the Tim Hortons near the luggage claim area, the family should wait 15 – 20 minutes.

- With the increase of available information on the internet, families are now able to access the Patient In Take Forms from the Shriners Hospitals Websites, as such they can apply directly to the Shriners Hospitals. The Recorder's Office is only advised once the patient has an appointment.

IMPORTANT INFORMATION FOR CHILDREN TRAVELLING WITH ELECTRIC WHEELCHAIRS.

Please advise the Recorder's Office when requesting the flight if your child has an electric wheelchair with a wet cell battery. Wet cell batteries are considered "dangerous goods" and must be packaged accordingly. If not advised in advance you may be held up at the airport filling out the paper work.

If there is no Shriner available to meet the family, they should take a taxi to the planned destination. This will cost approximately \$45.00 which will be reimbursed by Social Services at the Hospital upon presentation of a receipt.

Should the flight be delayed or cancelled, the family must call 1-800-361-7256 immediately to advise

Return flights are to be booked in advance and if they need to be changed, the Patient Services secretary should be advised as soon as possible.

Stretcher cases are always booked by the Hospital because of medical components.

Car Transportation:

Occasionally, parents want to take other family members to Montreal on a clinic visit to visit the hospital to view the facilities and treatment procedures. Families must contact the Recorder's Office in advance to make arrangements for car travel. Philae Shriners will pay \$0.20 per kilometer for gas based on appropriate mileage (approximately 2,700 kilometers from Halifax return; 3,150 kilometers from Sydney return, etc.). Philae Shriners will also pay for a maximum of one night of accommodation to Montreal and one night on the return at economy rates Maximum \$150.00 per night. The Temple will pay a maximum of \$80.00 for meals. Shriners Hospital will provide a meal allowance of \$40.00 for clinic day. Original receipts must be submitted for reimbursement.

Meals:

The following meal rates have been established and are the maximum that will be paid:

For out-patients (clinic visit and Hotel stays):
\$20.00 per day for adult;
\$20.00 per day for child.

For in-patients (when child is admitted):
\$20.00 per day for parent.

Hotel:

La Tour Belvedere Hotel
2175 de Maisonneuve West.,
Montreal, PQ H3H 1L5

(514) 935-9052

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CONCLUSION

It is the responsibility of each sponsoring Shriner to familiarize himself with this guideline and to inform the family of costs paid by the Shriners as well as items which are not covered.

The Patient Care Services hours at the Montreal Hospital are Monday to Friday from 9:00 a.m. to 4:00 p.m. (Atlantic Time).

Contact person is Audra Smith (Patient Transportation Secretary).

It is highly recommended that the family carry travel information, address and phone numbers for hospital and hotel. They should also be made aware that they should have extra money with them for incidentals.

IMPORTANT ADDRESSES AND TELEPHONE NUMBERS

Hospital: Shriners
1003 Decarie Blvd.,
Montreal, PQ H4A 0A9

(514) 842-4464
1-800-361-7256

Hotel: Belvedere Hotel
2175 de Maisonneuve St.,
Montreal, Quebec

(514) 935-9052

Philae Shriners Hospital Administration Committee:
PO Box 9050, Sta. 'A'
Halifax, Nova Scotia
B3K 5M7
(902) 454-7811 or 1-800-675-4074