# Welcome Center Concierge Services

## Pre-Arrival Checklist

***For personal use only. Do not need to turn in to the hospital.***

**Child's Health Information**

- ❑ Medical and clinical history
- ❑ Medical records, test results, immunization records, x-ray's
- ❑ Child's Pediatrician or Family Practice Physician's contact information

_____
Name

_____
Address Phone

*Please let the Welcome Center Coordinator know if you are working with any social workers or any other non-medical professional regarding your child's care.*

Special Notes:

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**Insurance Coverage**

- ❑ Verify medical coverage for your child.
- ❑ Ask for name and title of person at Insurance or Medicaid office.

_____
Name Title

- ❑ Ask for effective date of health care policy.

_____
Effective Date

- ❑ Ask if Nationwide Children's Hospital is covered by your policy.
- ❑ Ask if Nationwide Children's is In Network, or Out of Network.
  - ❑ In Network. What Amount? _____
  - ❑ Out of Network. What Amount? _____

- ❑ Ask if you have a deductible. ❑ Yes ❑ No
  If YES, how much of the deductible has been met? _____

[Continued]

*(Insurance Coverage continued)*

❑ Ask what your co-pay will be for each visit and for the inpatient admission.

Co-pay for each visit $_____ Co-pay for inpatient admission $_____

❑ Do you need financial assistance to help pay for your child's medical bills?

*Regardless of how your child's care will be paid for, we will work with your family to determine the best way to pay for your child's health care needs. Welcome Center Concierge Services would like to ensure you have no "surprises" before traveling to Nationwide Children's Hospital. If you are having trouble please contact us at (800) 619-9786.*

Special Notes:

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**Travel and Accommodations**

❑ Transportation needs (air ambulance, commercial airlines w/ oxygen, ambulance, other).
If you need assistance please contact Welcome Center Concierge Services at (800) 619-9786.
❑ Is the patient in a wheelchair etc.? If, so what special accommodations would need to be made?
❑ Is my child traveling with any special medications or formula?

Special Notes:

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**Personal Needs**
**Please be sure to bring the means to cover the following expenses:**

❑ Meals: average cost $4 - 5 per person ❑ Parking: $5 maximum per day
❑ Laundry detergent: $1 (coin dispenser)

If your family needs help with these costs, please contact your local government agency for assistance. If assistance is not available in your community, contact Welcome Center Concierge Services. Nationwide Children's may be able to arrange limited emergency assistance for your family based on financial need.

The **Blue Jackets Family Resource Center** offers the following complimentary services: laundry facility, fitness center, showers, lounge, computers, internet access, coffee and more. Learn more at **Nationwidechildrens.org/Family-Resource-Center**.

*Please be sure to let Welcome Center Concierge Services know what special needs your child may require while traveling to Nationwide Children's. The Hospital provides accommodations for one adult in the patient's room (excluding patients in the ICU).*

Special Notes:

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