



## **Process & Procedures Checklist**

- I. **Contact** – Initial phone call or letter from physician or social worker to Roads To Recovery, Incorporated.
- II. **Application** – Application and initial screening to be done by the Roads to Recovery President or an executive board member.
- III. **Approval** – Application to be approved based on Eligibility Requirements and Selection Process used in accordance with the Board of Directors.
- IV. **Initiate Services** – Upon review of all information three (3) members of the Board of Directors are required to initiate services.
- V. **Logistics** – After patient and/or family members eligible for assistance meet eligibility guidelines the following information will be needed:
  - a) Point of destination
  - b) Appointment date
  - c) Appointment time
  - d) Probable length of stay
  - e) Lodging arrangements
- VI. **Coordination** – A designated Board member of Roads To Recovery, Inc. will contact airlines or related service providers to coordinate transportation (air and/or ground) and other related services based on the time frame allowed. Arrangements will be made by the service(s) provider to transport the family to and from closest possible location that the family is departing from.
- VII. **Coordination (cont.)** – A designated Board member of Roads to Recovery, Inc. will coordinate ground transportation once family arrives to as the family is aware of where to go (e.g., bus, cab, hospital transport) based on appointment time and or lodging facility to be used (e.g., Ronald McDonald House, Children's House, or Hotel, etc.).
- VIII. **Other Requests** – Provisions for food allowance, personal needs, and special request for services can be coordinated once family has arrived and assessment has been made as to the family's needs by social worker, and/or physician.

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