

## [AYA Resources](#)

### **LODGING (patients age 21 or younger)**

- [Ronald McDonald House of North Central Florida](#): assists families with seriously ill children by providing temporary housing, basic amenities and psychosocial support during medical treatment
  - **Cost:** There is a recommended donation of \$15/night for a room. However, no family will be turned away due to an inability to pay.
  - **Eligibility:** Patients must be on a pediatric service and age 21 or younger; patients must reside outside of Alachua County; anyone age 18+ must successfully pass a background screening
- [Gainesville: Local Hotel Listing](#)
- [Gainesville: Long Term Lodging Options](#)

### **LODGING (patients age 18+)**

- [Winn-Dixie Hope Lodge \(Gainesville\)](#) Offers a free place to stay for cancer patients that live more than 30 miles from Gainesville and are receiving treatment more than 3 days per week. Patients can tour the facility prior to 4:00 pm. Referral needed from medical center providing care. Lodge is located at 2121 SW 16th St, Gainesville, FL 32608. To set up a tour, contact (352) 338-0601.
  - [Hope Lodge Request Form](#)
  - [Hope Lodge Welcome Packet](#)
- [Gainesville: Local Hotel Listing](#)
- [Gainesville: Long Term Lodging Options](#)

### **FAMILY MEDICAL LEAVE ACT (FMLA)**

The FMLA entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave. Eligible employees are entitled to twelve workweeks of leave in a 12-month period:

- to care for the employee's spouse, child, or parent who has a serious health condition
- due to an employee's serious health condition
- [US Dept of Labor: Frequently Asked Questions about FMLA](#)
- [FORM: request FMLA for Family Member's Illness](#)
- [FORM: Request FMLA for Your Own Illness](#)

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### **SOCIAL SECURITY DISABILITY (patients age 17 and under)**

SSI makes monthly payments to people with low income and limited resources who are 65 or older, or blind, or disabled. Your child, if younger than age 18, can qualify if he or she has a physical or mental condition, or combination of conditions, that meets Social Security's definition of disability for children, and if his or her income and resources fall within the eligibility limits.

- **[Benefits for Children with Disabilities](#)**
- **[What You Should Know Before Applying](#)**
- **[SSI Child Disability Starter Kit](#)**

### **SOCIAL SECURITY DISABILITY (patients age 18+)**

The Social Security and Supplemental Security Income disability programs are the largest of several Federal programs that assist people with disabilities. While these two programs are different in many ways, the Social Security Administration administers both and only individuals who have a disability and meet medical criteria may qualify for benefits under either program.

Social Security Disability Insurance (SSDI) pays benefits to you and certain members of your family if you are "insured," meaning that you worked long enough and paid Social Security taxes. Supplemental Security Income (SSI) pays benefits based on financial need.

- **[Benefits for People with Disabilities](#)**
- **[Adult Disability Starter Kit](#)**

### **INSURANCE COUNSELING**

If you are struggling to understand your insurance benefits and/or compare & contrast plans to assure the best coverage possible, the Shands Hospital Admitting Office may be able to assist you.

- In-person: Admissions Office, North Tower, Level 1
- By Phone: 352-265-0236.

### **MEDICAL INTERPRETER AND TRANSLATION SERVICES**

- **[Medical Interpreter and Translation Services Overview](#)**

We provide interpretation services each year to thousands of patients and their families with limited English proficiency to ensure patient safety and compassionate care. Spanish medical interpreters are available 8 a.m.-4:30 p.m., Monday-Friday, to assist patients and families during their hospital stay. Interpreters are also

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available for some outpatient clinic and procedural appointments. We provide this service without cost to patients or their families. We also offer 24-7 phone interpretive services in nearly 200 languages. Video remote interpreting terminals are available for patients who are hearing impaired. Patients can use these VRI devices at the bedside to provide immediate access to sign language interpreters. We also partner with community-based sign language interpreting services, and provide assistive devices including telephone handset amplifiers and telephones compatible with hearing aids. **Please contact the Office of Patient Experience for assistance at 352.353.5084,**

### **GROUND TRANSPORTATION**

#### **MEDICAID RECIPIENTS: HOW TO SCHEDULE A NON-EMERGENCY TRANSPORTATION RIDE**

1. Call the number listed on the back of your Medicaid card and choose the option that connects you with Medicaid Transportation services.
2. If you don't have your Medicaid card available, you can contact the Florida Agency on Health Care Administration's Medicaid Help Line at 1-877-254-1055 and they can help you get the correct contact information.
3. You should call Medicaid Transportation to schedule a ride at least 3 business days before your appointment.
4. You should give Medicaid Transportation the following information for the individual who has the appointment and needs transportation:
  - a. Full name
  - b. Medicaid Identification Number
  - c. Address (Pick up and Drop off Locations)
  - d. Date of Birth
  - e. Name of Medicaid Health Plan
  - f. Date and Time of the Medical Appointment
  - g. Phone Number

Medicaid Transportation staff may ask questions to make sure they send a vehicle that meets your needs. You may have a personal care attendant or escort travel with you if it is medically necessary. Be sure to call Medicaid Transportation right away if your appointment is canceled or is changed to a different date or time.

### **ADVANCE DIRECTIVES**

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of health-care treatments you want. That is why it is important for you to make your wishes known in advance.

A living will and/or health care surrogate are legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer to complete Advance Directives.

- [UF Health Advance Directives Overview](#)
- [Health Care Surrogate Form](#)
- [Living Will Form](#)