

TITLE: Emergency Assistance Policy ¹		POLICY No.
ADOPTED: 05/22/2015	REVISED: 04/22/2020, 08/26/2020	
DISTRIBUTION: Salina Family Healthcare Center		
REVIEWED BY: Executive team		
APPROVED BY: Compliance and Performance Improvement Committee		

A referral from any Salina Family Healthcare Center staff to Salina Family Healthcare Care Coordinators for any assistance, including but not limited to, medication costs, housing, rent, food, etc. is required for patients to receive emergency assistance. Patients shall complete the Emergency Assistance Application to receive emergency assistance. A Care Coordinator will assess the patient's current need and assist the patient in establishing a plan to sustain costs associated with their needs for the remainder of the year. Patients who are eligible for the Discount Program but who do not currently have a Discount Program Card, will complete the Discount Program screening process prior to the approval and receipt of their emergency assistance voucher.

Emergency assistance vouchers will be approved in accordance with each individual voucher protocol. However, in the event that a Federal, State, or local public health emergency or a natural disaster emergency is declared, the executive team may administratively adjust the eligibility requirements of the individual voucher protocols for the duration of the emergency.

Pharmacy voucher applications must be approved by a pharmacist or a member of the executive team (Chief Executive Officer, Chief Compliance Officer, Chief Financial Officer, Chief Medical Officer, Chief Operations Officer, or Program Director). AmeriCares and Direct Relief voucher applications must be approved by a pharmacist, the Clinical Quality Supervisor, or a member of the executive team. So long as the patient meets the requirements outlined in the Food Voucher Protocol, a signed approval by the Executive Team or Clinical Quality Supervisor is not needed. All other applications must be approved by the Clinical Quality Supervisor or a member of the executive team. All applications and receipts shall be kept for documentation purposes and scanned into the patient's chart.

During the appointment with the patient, the Care Coordinator will make appropriate referrals for the Salina Family Healthcare Pharmacy Medication Assistance Program, the SHEF Discount Program or other insurance options for healthcare needs, etc.

¹ Formerly Emergency Assistance Protocol from 05/22/2015 through 03/08/2016. Edits made on 03/08/2016 and after need approval from the Compliance Performance and Improvement Committee.