Ronald McDonald House®
Northeast Ohio

Eligibility Requirements
Ronald McDonald House: Akron

General Requirements to 'Request a Stay':

- Families with children who qualify to stay at Ronald McDonald House: Akron must fall within the following guidelines.
  - The patient must be twenty-one (21) years of age or younger and be admitted to or receiving treatment at any Akron area hospital. Exceptions for the following reasons must be approved by Ronald McDonald House ("RMH") NEO staff and confirmed by the hospital prior to the guest's arrival:
    - Patients between 21 and 30 years of age who have an ongoing, chronic childhood disease.
    - Patients between 21 and 30 years of age who are still dependents of their parents/ guardians.
    - Expecting Mothers with high-risk pregnancies.

- Submit a completed Room Request form (fax, mail, email, phone in) see page 3.
  - Room Requests will be accepted up to 60 days prior to the first night of stay. This does not confirm your reservation only that it will be entered into our system as a request. All requests will start in the processing period until paperwork is completed and confirmation is provided by a Family Service staff member.

- Completed and approved Criminal History Background Check for each resident (18 years old and older). Link to online submission.
- Each room can accommodate up to 4 registered guests at one time (one room per family). Exceptions to these requirements are possible and any questions should be directed to the Family Services Manager.

- Daily extended visits with your child in the hospital are required while they are admitted. Guests are allowed per our current Visitor Policy.

- Late check-ins (after 8pm) will need to be scheduled/planned prior to arrival.

- ***Once your request is approved a RMH NEO staff member will schedule and confirm the arrival date. If you have not received a confirmation call within two business days, please contact our office at 330.253.5400.***

Required Signed/Completed Documents to complete Check-In:

- RMH NEO Akron House Program Guest Guidelines Agreement.
- RMH NEO Home Health Care Policy and Release Agreement.
- HIPAA Authorization allowing communication between Akron Children's Hospital and RMH NEO.

Requirements subject to change in response to changes to partner hospital, global or local health authorities' guidance.

January 1, 2025