



Shriners Hospitals for Children - St. Louis



## Information for Shriners: Help with Patient Applications

### We're here to help!

The Applications Department at Shriners Hospital - St. Louis is here for you! We can help any Noble who has a question about an application - about whether an application has been received, approved, or if the patient has an appointment scheduled. Below are the key people at Shriners Hospital who can help you - please call them!

#### Who to call - Application Status

- Kathy LaGrange
- Lia Nickens
- Beverly Rono

**1-800-850-2960**

Our three friendly and helpful Application Department Assistants are available to answer general questions concerning applications. If you have a question on the status of an application (if it's been received, approved or if the patient has an appointment scheduled), please call one of them using our toll-free number.

#### Who to call - Medical Questions

- Karen Brendell, R.N.  
Admissions/Applications Coordinator

**1-800-850-2960**

**314-432-3600, ext. 1122**

Karen, registered nurse, has worked for Shriners Hospital for 21 years and is an expert on the conditions treated here. If you have any type of medical questions please call her. She is also responsible for the Application Department running smoothly so if there are any problems or concerns, please feel free to call her.

Please refer to the next page for our  
Top 10 Application Medical Rejections!



### We Need Your Help!

We ask your help in getting this information to all the Shriners in your area. One of the most frustrating and disappointing situations for both us and the families who submit applications is to be unable to provide the services they have been incorrectly promised. If you're in doubt about the availability of services you are seeking for your families, it is always best to call us at the hospital first to get accurate information. This is particularly true if your Shrine Center conducts screening clinics. It is helpful to have appropriate information available to those providing services and to those attending these clinics.

**For more information, contact the Applications Department at 1-800-850-2960**

## Did you know? Top 10 Medical Rejections

Occasionally, the Application Department receives applications listing medical conditions or services needed that cannot be treated or met by Shriners Hospital - St. Louis. Here are the most common:

### 1. Growth hormone

Growth hormone disorders are not treated at Shriners. A child needing diagnoses or medication assistance with such a disorder needs to be under the care of an endocrinologist.

### 2. Wheelchairs, walkers, equipment

With the exception of a stander (which our Orthotics Department can provide), Shriners Hospital doesn't pay for wheelchairs, walkers or other equipment. When a child needs equipment, the Care Coordination Department (formally known as Family Services) works with the family and resources outside the Shriners system to provide these needs.

### 3. Long-term physical or occupational therapy

The physical and occupational therapy staff at Shriners is responsible for treatment of inpatients and outpatients seen in our clinics. They assist the physicians in evaluating children and assessing their orthopaedic needs. They do not provide on-going long-term therapy services. If a child needs long-term physical or occupational therapy, we refer them to the Care Coordination Department. There, the family's social worker can help them explore resources for therapy that may be obtained closer to home.

### 4. Medical conditions that make a child a high-risk for surgery here.

Children with orthopaedic problems but who also have heart, lung, kidney, or other major medical problems that make them high risk for care, are sometimes too medically complicated for us to accept for treatment. These children are carefully evaluated by our Chief of Staff to determine if the child can be treated at Shriners. If we are unable to treat the child, our Care Coordination Department will make suggestions where the family may seek care. However, most of these children are already being treated at another major children's hospital.

### 5. Paying for child's medical bills accrued at other institutions

Occasionally, we receive requests from families that owe money for medical bills and they've been told that Shriners Hospital will help pay these bills. Unfortunately, this is not the case. Shriners Hospital can not be responsible for any bills accrued by families from outside institutions.

### 6. Cancer

We are unable to care for children with cancer, but if a child has lost a limb because of cancer, many times we can help the child by providing a prosthesis (artificial limb).

### 7. Dental care, eye care, eye surgery & hearing aids

Shriners Hospital does not provide dental care, dental surgery, eye care or surgery, nor does the hospital provide hearing aids or treat any type of hearing problem.

### 8. Speech therapy

Speech therapy is not provided at Shriners, however, like other therapies, the Care Coordination Department will work with these families to find resources for the patients.

### 9. Plagiocephaly (Misshapen skull)

These children are usually very young (under the age of 6 months) and are in need of a special, custom-made helmet that can only be obtained from an FDA approved facility using very precise laser equipment. We refer these families to our Care Coordination department to see what, if any, resources can be found to assist in the purchase of these helmets.

### 10. Psychological or behavioral problems

If a child doesn't have an orthopaedic problem and only has psychological or behavioral problems, we aren't able to help that child.

**Remember, BEFORE you complete an application for a patient, be sure the child does NOT have one of the conditions listed above. If you are unsure, call Karen Brendell at 1-800-850-2960.**