

Q: I have questions about obtaining medical records on my child.

A: Information about medical records are available on our website, www.archildrens.org.

Q: TEFRA, what is it, and how does it work?

A: For information about TEFRA visit, <https://humanservices.arkansas.gov/divisions-shared-services/medical-services/healthcare-programs/tefra/>.

Q: I am having difficulty paying utility bills; does ACH offer any assistance for this?

A: Although ACH does not have a specific fund to assist with utilities, several agencies do help in this area. We recognize that many families face financial challenges. The local **Department of Human Services** offices are knowledgeable about community resources available in each county. While some medical conditions warrant the necessity for utilities, each case is considered individually, and most utility companies require a letter of medical necessity from the patient's primary care physician.

Q: Does ACH have a 1-800 number, and if so, what are the guidelines for its use?

A: The toll-free number to the hospital is available for minimal circumstances. It is designed to allow family members access to medical staff and patient caregivers when family cannot be with their child during hospitalization. It is also used selectively in the out-patient areas by staff that have identified families whose children are treated frequently at ACH and need the 1-800 number. These families would be assessed for limited financial means or having lack of access to make long-distance calls to speak with hospital staff and physicians.

Q: What lodging is available near the hospital?

A: Lodging information is available on our website, www.archildrens.org.

Q: What is Medicaid transportation, and how can I access that service?

A: Transportation Assistance

- [DHS Transportation](#)
- [Little Rock National Airport](#)

Q: What if I have concerns about child abuse (physical and/or sexual) and/or neglect?

A: Abuse and neglect resources are available on our website, www.archildrens.org.