



Caring Hands in Health was launched during the COVID-19 pandemic as a compassionate way to provide immediate assistance to San Mateo Medical Center's (SMMC) patients in desperate need. Through this financial aid program, San Mateo County Health Foundation can temporarily provide San Mateo County residents with basic necessities, medical assistance, emergency housing assistance, and meals for seniors as they work with other agencies for a more long-term solution. This program enables patients and their families to fulfill their needs quickly and in a dignified manner.

- Up to \$500 for groceries, medical and accessibility equipment, and other out-of-pocket expenses.
- Medical assistance such as prescription drug copays, dental procedures, and transportation to and from medical appointments.
- Up to \$1,500 in emergency housing costs for one month's rent to those in a dire situation such as eviction or in need of a place to recover from surgery.
- Senior meals for people 60 years old and above who live by themselves and cannot prepare their own meals, suffer from food insecurity, or recovering from medical surgery and have difficulty being mobile.

In addition to giving financial aid, we also involve patients with wrap-around services with social workers who work with them to get housing, food, jobs, mental health counseling and whatever else is needed to stabilize their lives.

Recipients must meet the program eligibility requirements which are specific to the Foundation's cause and work to identify individuals/families most in need of assistance. The Foundation reviews applications daily with a turnaround time of 48 hours.

Program Eligibility Requirements

Recipients must...

- be a patient of San Mateo Medical Center's hospital and clinics and must have a Medical Record Number (MRN).
- be referred by a SMMC staff member; a provider must attest to the needs of the patient and that there is no concern the assistance may be used for any alcohol or drug addiction.
- be referred to and have an assigned SMMC social worker in cases where emergency housing assistance is requested.
- Before requests are approved, the SMMC staff/provider or social worker must confirm that the patient has also been directed to other agencies and services for a more long-term solution such as Fair Oaks Community Center, Second Harvest Food Bank, San Mateo County Core Agencies, etc.

Please visit our Caring Hands in Health Portal <https://www.smchf.org/careapply> for more information about the program, FAQs, and to start an application for a SMMC patient. Feel free to reach out to the Foundation if you would like to speak to someone directly at info@smchf.org or (650) 573-2655.