

Patient Assistance: Tip Sheet

- Patient gifts or assistance may not be in the form of cash or cash equivalents (checks, gift cards etc.). One exception to this rule is **restricted-use gas cards**, which are permissible if obtained through Clay Wilson in Procurement.
- Patients receiving assistance must be actively receiving care from the VUMC Entity providing the assistance. At a minimum, they must have scheduled an appointment.
- Family members are eligible to receive assistance only if they are with an eligible patient receiving care.
- For each patient, the total value of the gift or assistance may not exceed \$15 per day and \$75 per year. Gifts provided to family members counts towards this total amount.
- All gifts and assistance provided under this policy must be recorded in the [ALMS \(short for A Little Moral Support\) Tracking System](#).
 - ALMS is user-friendly.
 - It will ask you to complete a survey. You will need to be ready to provide the MRN, patient name, and gift amount.
 - Once you complete the survey, ALMS will tell you if the gift is approved or not approved. If the gift is NOT approved, you must contact patientassistance@vumc.org before proceeding.
- If you have any other questions, contact patientassistance@vumc.org.
- For more information, you may also click here to review the [VUMC Policy: Patient Assistance – Nominal Items and Gifts](#).