



FAMILY HOUSE

# Frequently Asked Questions

## Who is eligible to stay at Family House?

Patients who are seeking medical treatment at Pittsburgh area hospitals, as well as their family members and caregivers, are welcome to stay at Family House. Family House also welcomes professionals and graduate students in health-related fields.

## How long can we stay at Family House?

Providing your visit is medically related and the Pittsburgh-based physician in charge of your care requires that you stay, you are welcome to remain at Family House for the length of time your care necessitates, based upon availability. Family House will make every effort to accommodate extensions; however, this can change on a day-by-day basis.

## Is Family House close to the hospitals?

Family House is conveniently located near Allegheny Health Network, UPMC Health System, and the Pittsburgh VA Health System hospitals.

## How much does it cost to stay at Family House?\*

- Single (1 Twin) \$75
- Double (2 Twins, 1 Queen, 1 King) \$99
- Double + Double Sofa Bed (1 Queen + Double Sofa Bed) \$116
- Quad (2 Queens) \$116
- Quad + Double Sofa Bed (2 Queens + Double Sofa Bed) \$125
- Kitchenette (2 Twins OR 1 Queen) \$130
- Apartment (1 King + Double Sofa Bed) \$148

*\*Room rates are subject to change (Prices as of 9/1/25)*

*For the most up-to-date information, please visit [familyhouse.org](http://familyhouse.org)*





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### **Do I need a caregiver?**

Yes, all patients staying at Family House must have a caregiver who is a person age 18 or over. This person is solely responsible for the patient with whom they are staying. They must stay the entire length of the patient's visit. They must be emotionally and physically able to care for the patient and themselves, and they must be able to assist in possible decision-making. Multiple caregivers are permitted as long as there is not a lapse in patient support.

### **Is there transportation to and from the hospitals?**

Courtesy shuttles operate regularly throughout the day and evening. When you arrive at Family House, a staff member or volunteer will give you an updated shuttle schedule.

### **Are any meals provided?**

Family House provides a complimentary, daily healthy breakfast. There is also a complimentary food pantry stocked with essentials so that guests can cook their own meals. Throughout the year, volunteer groups come to Family House to prepare and serve dinners for guests.

### **What is your cancellation policy?**

All reservations must be cancelled by 4:00 p.m. on the scheduled day of check-in. Cancellations do not apply to currently occupied rooms and must be made prior to check-in. Any reservation cancelled after 4:00 p.m. will be subject to one night's charge. If the guest does not show up or call to cancel, the room will be charged one night and then the balance of the reservation will be cancelled.

### **Does Family House offer any financial assistance?**

Yes. Discounted room rates are available to Family House guests based upon their household income or length of stay. We recommend that patients and caregivers request a Family Assistance application from a hospital case worker, social worker, or member of their care team. Family House's reservation team can also provide details on financial assistance.