

**Request for Services**

Name of Person Receiving Services:

\_\_\_\_\_ Parishioner  Y  N Date \_\_\_\_\_ Time \_\_\_\_\_

Name of Caller:

\_\_\_\_\_ Parishioner  Y  N Phone \_\_\_\_\_

Call Taken By: \_\_\_\_\_

**"List" Services Requested**

Prayer List Pertinent Information: \_\_\_\_\_

Military List \_\_\_\_\_

**For Front Office Use Only:**

Date Placed on List \_\_\_\_\_ Foyer List \_\_\_\_\_ Prayer Line & Staff Emailed \_\_\_\_\_ Initials \_\_\_\_\_

**Spiritual & Health Care Ministry Services Requested**

Priest  Anointing  Reconciliation  House Blessing  Deceased

Hospital Ministry  Hospital Visit  Communion  Home Visit  Other

**Closest Relative:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

**Pertinent Information:** \_\_\_\_\_

**Hospital Information:**

John C. Lincoln Deer Valley 623-879-6100  Banner Thunderbird 602-588-5555

John C. Lincoln North Mountain 602-943-2381  Arrowhead Hospital 623-561-1000

Other \_\_\_\_\_ Room # \_\_\_\_\_ Floor \_\_\_\_\_ Bed# \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

**Home Visit:**

Address/City/Zip \_\_\_\_\_

Best Time To Visit \_\_\_\_\_

**Office Use Only:**

Date/Time	Person Contacted	Action Taken	Initials

**Final Resolution** \_\_\_\_\_

**Date Service Completed** \_\_\_\_\_

## Procedure for Service Request Forms

### Things to Know:

- When copies of this form are made, it is *essential* to copy both sides.
- Forms are monitored 3 times/week by Front Office Staff. No form/service should take longer than 2 weeks to process from the date of the initial service request to completion of service.
- The Liturgy Department is responsible for collecting completed forms, processing stipends, and filing forms.
- Original forms should remain in the file in the Front Office. If Clergy or a Health Care Minister request a copy, make one (both sides), check the appropriate line, and file the original.

### "List" Services Requested:

1. Completely fill out the top of the form and the section on "List" Services, defined as military and prayer lists.
2. When "List" Services are requested, check the appropriate list and note as much pertinent information as possible. This helps determine how long to keep someone on either list. Fill in dates and initial as each step is completed under "Front Office Use Only."
3. To place someone on the prayer line, email Sheree Dudek at [campster@cox.net](mailto:campster@cox.net) and email all St. James staff. This can be done in one email to Sheree and CC'd to staff. It keeps everyone informed and helps us all know who needs ministerial care.
4. If someone is receiving Health Care Ministry Services, do not automatically place them on the prayer line. Permission is needed first, either from the individual or the original caller, so that privacy is respected.
5. "List" Services should be updated daily; on Tuesday afternoons, the updated Foyer List is printed and posted in front foyer and back hall. This information is emailed or faxed to Nessa on Tuesday afternoons for the bulletin.
6. File all "List" Service requests in the Prayer List binder.

### Spiritual & Health Care Ministry Services Requested:

**\*\*\*As you are contacting appropriate clergy/ministers, note the date/time; person contacted; and what action that individual anticipates taking. Ask clergy/ministers to contact the Front Office when the action is completed so that documentation is also completed.\*\*\***

1. Determine how **URGENT** the request is and note as much pertinent information as possible. This assists ministers making hospital and home visits. Fill out the form completely as each individual situation dictates. Note ALL services requested.
2. For a **priest or anointing**, check with **Fr. Robert or Fr. John**. If they are unavailable, check with **Maureen** about how to proceed. **Priests must complete the Sick Call Register in the Front Office after someone is anointed.**
3. If **communion** or a **home visit** is requested, contact **Anna O'Connor**. Sometimes a particular Health Care Minister is requested. Contact them directly and leave a message for Anna that you have done so. **Copy the form and place it in Anna's folder when the services of a Health Care Minister are requested.**
4. Whenever a minister or priests must travel to a home address, note the address, city and zip code. Use [www.mapquest.com](http://www.mapquest.com) or copy the map page from the street map book. Place these directions with the completed **copy** of the form for the priest or health care minister to take with them.
5. The **Front Office Staff** will follow up within 72 hours with the priest or health care minister to see that services have been completed and note that on the form.
6. Completed forms are placed on the right hand side of the Services Request Folder. The **Liturgy Department (Maureen)** will review the forms for final resolution and/or stipends. Maureen will return the forms to the Front Office for alphabetical filing in the blue binders. These are stored in the upper right cupboard.