



What is Preferred Accommodation?

The Preferred Accommodation program allows patients to request a private or semi-private room where those rooms are not the insured standard, and at some sites, includes other enhanced services such as television, phone, newspaper delivery and coffee cards.

How much does it cost?

Preferred Accommodation in a private room costs \$195 per day. A semi-private room costs \$165 per day. (These rates are subject to change). Most extended health insurance plans cover private or semi-private accommodation, which means the PA may come at no cost to you.

Questions regarding preferred accommodation can be directed to Preferred Accommodation clerks or the Hospital Admitting department.

Preferred Accommodation Clerks

NRGH 250-755-7691 Ext 52297
RJH/VGH 250-519-5300 Ext 12407

Finance

For questions about billing call
Victoria 250-370-8503
Nanaimo 250-755-7647

Island Health

1952 Bay Street
Victoria, British Columbia
V8R 1J8

Phone: 250-370-8699

Toll-free: 1-877-370-8699



Questions about Preferred Accommodation



Private and Semi-Private Rooms

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Why Choose Preferred Accommodation?

- To make your hospital stay more comfortable
- You may have coverage under your extended health insurance plan
- Revenue generated from this program helps Island Health fund hospital programs
- The program provides added benefits of TV and telephone coverage and a coffee card

How do I pay for Preferred Accommodation?

Patients who request and receive a private or semi-private room are responsible for the daily room charges, but many Extended Health Plans cover some or all of the added cost. We recommend you **check with your insurance carrier before** admission about what is covered by your plan and for how long. If you are not covered through extended health insurance, you will be charged directly. VISA and MasterCard are accepted.

How do I register for this program?

Information is given to patients with their registration form at pre-admission clinics, at the time of admission, or once admitted to the hospital. The registration form must indicate extended Health Care information and include credit card information. While we do everything possible to provide semi-private and private rooms when they are requested, we cannot make any guarantees. **If you are registered in the program and get placed in a private room for medical reasons, you will not be charged for the room.** Contact the PA clerk or the unit clerk on your floor to cancel your request.

Do I need to choose Preferred Accommodation to get a TV or phone?

No. There are service providers at the hospital who offer cable television and/or a telephone for a fee. Arrangements for this service can be made once the patient is admitted by calling RJH 1-866-223-3686, VGH 250-727-4319 or 250-755-7691 Ext. 53207 in Nanaimo.

Why would I select Preferred Accommodation?

Selecting Preferred Accommodation gives you the best chance of a private or semi-private room in hospitals and units where these rooms are not the insured standard, which could make your hospital stay more comfortable. Island Health invests the revenue into programs, equipment and training to ensure we can provide the best possible care for our patients and their families. In most cases, the added cost of a Preferred Accommodation private or semi-private room is covered by extended health insurance.