



Questions about Preferred Accommodation



Private and Semi-Private Rooms

July 2025

What is Preferred Accommodation?

The Preferred Accommodation program allows patients to request a private room (one bed) or a semi-private room (two beds), where these rooms are not the insured standard. Both room types offer additional privacy and convenience.

How do I register?

You can complete the Private and Semi-Private Room Request & Responsibility Form at the Admitting desk. As part of the admission process, you can make a request at any time by emailing PreferredAccommodations@islandhealth.ca.

Submitting a request does not guarantee placement in a private or semi-private room. Island Health will make every effort to accommodate your request, depending on room availability during your stay. However, clinical needs will always take priority over preferred accommodation requests.

How much does it cost?

Preferred Accommodation in a private room costs \$195 per day. A semi-private room costs \$165 per day. (Rates are subject to change.)

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. Many extended health benefit plans may cover some or all of these costs. We recommend checking with your insurance provider before your hospital stay to understand what your plan covers and for how long.

When completing the form, you will be asked to provide your credit card information. Island Health accepts VISA, Mastercard, American Express, and Discover. Your credit card will be billed for preferred accommodation charges after you have been discharged. You will be responsible for submitting any reimbursement claims to your extended health plan.

Why would I choose Preferred Accommodation?

Choosing Preferred Accommodation gives you the best chance of staying in a private or semi-private room in hospitals or units where these rooms are not the insured standard. This added privacy can help make your hospital stay more comfortable and restful.

The Preferred Accommodation program generates important revenue for the health authority to support ongoing operations, including patient care, capital projects, training and education.

Island Health

1952 Bay Street
Victoria, British Columbia
V8R 1J8

Phone: 250-370-8699

Toll-free: 1-877-370-8699



Island Health is committed to Excellent Care, Everywhere, Every time. Each and every interaction is an opportunity to create a positive experience.

For support or more information,
please contact the Preferred
Accommodation Program:
PreferredAccommodations@islandhealth.ca

Please contact the Patient Care Quality
Office to share feedback or concerns
regarding your experience of care or
service.

PatientCareQualityOffice@islandhealth.ca
Local: 250-370-8323
Toll-Free: 1-877-977-5797
www.islandhealth.ca

If you believe you were improperly
billed, please contact our Revenue
Billing Team to discuss:
PatientBilling@islandhealth.ca