

**Thank you, your support
makes a difference.**

Revenues generated from this program help support ongoing hospital operations, including patient care, capital projects, education and training. If you are placed in a private or semi-private room and have not enrolled in the Preferred Accommodation Program, and you have an extended health benefits plan, you may wish to enroll to take advantage of complimentary TV and telephone service.

The Vancouver Island Health Authority delivers television and telephone options in partnership with the Hospitality Network. These services are provided in all room types (private, semi-private and ward accommodation).



ABOUT VIHA

Through a network of hospitals, clinics, centres, health units and residential facilities, the Vancouver Island Health Authority (VIHA) provides health care to over 750,000 people on Vancouver Island, on the islands of the Georgia Strait, and in the mainland communities north of Powell River and South of Rivers Inlet.

For more information, visit:

www.viha.ca

For more about coming to hospital, and the Preferred Accommodation Program, please visit:

www.viha.ca/finding_care/hospital

**Vancouver
Island Health
Authority**

**Private &
Semi-Private
Accommodation
Options**

During Your Hospital Stay



Welcome to the hospital, part of the network of hospitals and community-based health care services provided by the Vancouver Island Health Authority (VIHA).

To help make your stay in hospital more pleasant, we offer private and semi-private room options to patients who enroll in the Preferred Accommodation Program.

While it does not change the medical or nursing care level, you may request a private room with one bed, or semi-private room with two beds, *which may be co-ed*. Both offer additional privacy and convenience, as well as *complimentary* cable TV and local phone service, where available.

A daily charge applies for the Preferred Accommodation Program. Many extended health benefit plans cover a portion or all of the cost. Please review your extended health plan before coming to the hospital. Whenever possible, we bill your extended health plan directly; however, some plans require that we bill the patient directly.

HOW TO ENROLL



For planned admissions, the Private and Semi-Private Room Request & Responsibility Form can be completed at the Pre-Admission Clinic or at the admitting desk. Another option is to call your hospital's Preferred Accommodation Clerk, who can help you complete the form.

When completing the form, you will be asked for the name of your extended health care provider, your policy number and your certificate number. We also ask for either a Visa or Mastercard number in the event that your insurance company does not pay 100% of this charge. When we're

reimbursed by the insurance company, we invest the revenue into programs, equipment and training to ensure we can provide the best possible care for our patients and their families.

Assignment to private or semi-private rooms is based on room availability in the hospital and rooms cannot be reserved. Enrolling in this program does not guarantee you will get a private or semi-private room. VIHA will do everything we can to accommodate your request, providing a room becomes available during your stay.

CONTACT US

For patients staying at the **Royal Jubilee Hospital** or **Victoria General Hospital**, please call our Preferred Accommodation Clerk directly at **250.812.6721**

For patients staying at the **Nanaimo Regional General Hospital**, please call our Preferred Accommodation Clerk directly at **250.713.1180**