

Fee Exempt Patient Parking Program Guidelines

Fee Exempt Eligibility	
Criteria	<p>The Fee Exempt Patient Parking Program is available for:</p> <ul style="list-style-type: none"> a) Cancer Patients attending a cancer-related test, appointment or/and treatment in acute-care programs; b) Dialysis Patients receiving dialysis therapies in hospital, in community or at home, who require a hospital appointment for treatment or ongoing evaluation; c) Parents, guardians or caregivers of overnight patients who are children, 18 years or younger. This includes in-patient overnight hospital stays for the child but not extended Emergency Department visits. This does not include childbirth-related overnight stays, unless the newborn requires a hospital stay overnight and the birthing parent has been discharged. d) Financial hardship provisions will continue to be managed on a case-by-case basis.
Conditions	<p>The following conditions apply for the Fee Exempt Patient Parking Program:</p> <ul style="list-style-type: none"> a) One vehicle per patient, or their driver, unless (c) below applies; b) An alternate fee exempt vehicle can be accommodated provided only one fee exempt vehicle is parked, per patient, at any given time; c) Exception: two vehicles are permissible for parents, guardians or caregivers of minor children staying in hospital overnight; d) The Fee Exempt Patient Parking Program cannot guarantee parking stall availability.
How to Access Fee Exempt Patient Parking	
Monthly Pass for Cancer or Dialysis Patients	<p>The clinical department verifies patient eligibility by completing the Patient Parking Pass Form. The patient attends the cashier's office with the completed form to be issued a monthly parking pass. The verification process only needs to be completed once.</p>
Daily Pass for Cancer or Dialysis Patients, Parents, Guardians or Caregivers	<p>The clinical department will issue a coupon code to act as payment at the parking paystation. The patient follows the prompts on the screen, enters licence plate and chooses daily parking. When the payment screen appears, they choose the coupon code option and enter the code. This will validate parking for 24 hours so if they come and go in a single day, they only have to enter this upon the first visit. Nothing has to be displayed in the vehicle since the plate will show up as paid.</p>
Financial Hardship Referral	<p>Social Worker refers eligible patients on a case-by-case basis by emailing NoFeeParking@interiorhealth.ca with the following information:</p> <ol style="list-style-type: none"> 1. Patient Name 2. Patient email or phone number 3. Appointment site 4. Clinical department 5. Scheduled appointment(s) 6. Licence plate number <p>Parking Services creates parking sessions for the scheduled appointment date(s) and contacts patient with instructions.</p>

Examples of user categories where fee exempt parking **does not** apply include the following but not limited to:

- Cancer screening.
- Parking areas not owned or operated by the health authority.
- Situations not specifically outlined above.
- Eligible fee exempt parking users coming to the site for purposes other than those specified above, such as visiting other patients.
- IH staff, physicians, contractors and other stakeholders that are not addressed by this fee exempt patient parking program.

As part of an ongoing effort to improve patient experience, Interior Health's Fee Exempt Patient Parking Program Guidelines meet the Ministry of Health's intentions for fee exempt parking.

Interior Health is committed to protecting the privacy of personal information we collect through responsible information management practices. Any personal information provided to us is collected, used, and disclosed in accordance with the British Columbia *Freedom of Information and Protection of Privacy Act* or other relevant legislation.

Personal information collected for Parking Services will only be used by authorized staff to fulfill the purpose for which it was originally collected, or for a use consistent with that purpose, unless authorized by law or with the providers' express consent to use it for other purposes.

Questions or concerns: call toll free 1-855-491-6498 or email NoFeeParking@interiorhealth.ca