



AP1200 – PREFERRED ACCOMMODATION

Interior Health would like to acknowledge that it operates and provides services on the traditional, ancestral, and unceded territories of the Dăkelh Dené, Ktunaxa, Nlaka'pamux, Secwépemc, St'át'imc, syilx, and Tăilhqot'in Nations.

Interior Health recognizes that a diverse workplace includes all people, particularly those belonging to historically, systemically, and/or persistently marginalized groups, as well as individuals with protected characteristics under the B.C. Human Rights Code.

1.0 INTRODUCTION

1.1 Purpose

To promote fair and equitable access to [Preferred Accommodation](#) while maintaining a balance of quality care delivery and financial sustainability in the [Acute Care Hospital](#).

1.2 Applicability

This policy applies to [Clients](#) and [Employees](#) in [Acute Care Hospitals](#) that offer [Preferred Accommodation](#) opportunities within the same facility.

An [Employee](#) who is receiving services as a [Client](#) is exclusively considered '[Client](#)' for the purpose of this Policy.

1.3 Scope

To direct the management of [Client](#) requests for [Preferred Accommodation](#) in [Acute Care Hospitals](#).

This policy **does not** cover [Preferred Accommodation](#) requests or placements:

- in critical care service areas
- requested by a medical practitioner (medically indicated)
- between Hospitals (transfers or repatriation)
- for [Client's](#) in an [Acute Care Hospital](#) bed assigned alternate level of care – placement status waiting for placement into a Long-term Care facility.

2.0 POLICY

2.1 Requests for [Preferred Accommodation](#) are available at [Acute Care Hospitals](#).

2.2 Facility leadership has exclusive authority to determine the outcome of requests for [Preferred Accommodation](#).

- Requests are reviewed within 48 hours upon receipt
- Requests are considered within the context of operational needs and the constraints of the unit
- Same gender and mixed gender dyads within the [Preferred Accommodation](#) location are supported as outcomes

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- 2.3 [Clients](#) or designates are notified of the outcome of their requests for [Preferred Accommodation](#).
- 2.4 Facility Leadership has the authority to transfer [Clients](#) between [Preferred Accommodation](#) locations at their discretion.
- 2.5 Facility Leadership has the authority to overturn previously requested outcomes for [Preferred Accommodation](#) at their discretion to meet operational and/or care requirements of the unit/site.

Fees

- 2.6 Fees are billed to the [Client](#) based on the assigned room and in alignment with the fee schedule authorized for [Preferred Accommodation](#).
- 2.7 [Clients](#) are exclusively accountable to verify insurance benefit coverage and to submit a claim for reimbursement of fees paid to Interior Health for [Preferred Accommodation](#).
- 2.8 Revenue generated from [Preferred Accommodation](#) is allocated into the operational budget for the associated unit/site.
- 2.9 An Executive Director level position or higher holds the exclusive authority to waive [Preferred Accommodation](#) fees at their discretion.

3.0 RESPONSIBILITIES

Accounts Receivable

- Billing and collection of fees related to [Preferred Accommodation](#).

Clients/Designates

- Submit request for [Preferred Accommodation](#) using the process approved for use at the site.
- Make payment, in full, on or before the due date indicated on the invoice.
- Verify insurance benefit coverage and, if appropriate, submit a claim for reimbursement of fees paid to Interior Health for [Preferred Accommodation](#).

Employees

- Director level position or higher to establish and maintain standard operating procedures to submit and consider requests at the site.
- Manager level position or designate to determine the outcome of requests for [Preferred Accommodation](#) following standard operation procedures and to collaborate with impacted programs/departments as needed.
- Notify [Client](#) and/or designate(s) of the outcome of their request for [Preferred Accommodation](#).

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4.0 COMPLIANCE

Incidents of non-compliance are investigated to identify barriers and to facilitate compliance. Blatant disregard of policy requirements is handled as a disciplinary matter, up to and including termination of employment, services, and/or privileges.

5.0 MONITORING AND EVALUATION

This policy is reviewed every 5 years or as needed by the policy steward.

6.0 INQUIRIES

The regional policy library page linked in the footer lists the policy steward for each policy. If you have questions regarding the policy content, reach out to the appropriate policy steward who oversees this policy.

All other inquiries can be directed to the Policy Office: IHPolicy@interiorhealth.ca

7.0 RELATED DOCUMENTS

- IH [Preferred Accommodation Standard Operating Procedure](#)

8.0 REFERENCES

[Hospital Insurance Act, R.S.B.C. 1996, c. 204](#)

[Hospital Insurance Act Regulations, B.C. Reg. 25/61](#)

9.0 DEFINITIONS

TERM	DEFINITION
Acute Care Hospital	A facility type status assigned to 22 health care facilities in Interior Health, inclusive of 100 Mile District General Hospital, Arrow Lakes Hospital, Boundary Hospital, Cariboo Memorial Hospital, Creston Valley Hospital, Dr. Helmcken Memorial Hospital, East Kootenay Regional Hospital, Elk Valley Hospital, Golden & District Hospital, Invermere & District Hospital, Kelowna General Hospital, Kootenay Boundary Regional Hospital, Kootenay Lake Hospital, Lillooet Hospital, Nicola Valley Hospital, Penticton Regional Hospital, Princeton General Hospital, Queen Victoria Hospital, Royal Inland Hospital, Shuswap Lake General Hospital, South Okanagan General Hospital, Vernon Jubilee Hospital.
Client	A person who is receiving, has received, or has requested health care. Term is synonymous with patient and resident.

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Employee	A person currently acting on behalf of Interior Health, inclusive of medical staff, volunteers, students, contractors and workers.
Preferred Accommodation	A room that supports a reduced bed capacity, inclusive of a room with one bed (private) and a room with two beds (semi-private).

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