

BCFRP - INFORMATION FOR SELF-BOOKING ACCOMMODATIONS FOR MEDICAL VISITS

If a family is requesting same-day accommodations with less than 24 hours' notice, or requesting accommodations outside of BCFRP's office hours and/or when BCCH have stopped confirming appointments on behalf of BCFRP for the day (after 1:30pm weekdays and 10:30am Fridays) - **(and the request is urgent) - BCFRP may not be able to obtain confirmation for the appointment/admittance.**

BCFRP cannot book accommodations without a confirmed appointment or admittance.

In these cases, families or social workers (or other caregivers/support workers) may directly contact the BCFRP-partnered vendors listed below to book accommodations for the pending medical visit. **The vendor will usually ask the family to pay up-front for the accommodations or use a credit card deposit upon check-in.**

Once a team member from BCFRP is able to obtain confirmation for the patient's appointment/admittance, then we can send coverage for the stay to the hotel/vendor.

If the family/support worker has paid for the accommodations, the hotel/vendor can reimburse them after BCFRP sends over coverage for the stay.

Please note: If we ultimately cannot obtain confirmation through the hospital's scheduling database (CERNER), or from an eligible staff member from BCCH, **we cannot cover the cost of accommodations.**

Off-site appointments (appointments not at BCCH or Sunny Hill) are not covered by BCFRP.

Some types of blood work appointments are also not covered by BCFRP (appointments not scheduled through Cerner).

The appointment needs to be scheduled through CERNER in order to be eligible for coverage by BCFRP.

Following are two vendors families/support workers can contact directly to request accommodations when BCFRP is unable to obtain confirmation in time for a family's check-in date:

Easter Seal House Phone: **604-736-3475**

Accent Inn Richmond Phone: **604 273 3311**

If you do book accommodations with one of the above vendors, it is important to contact the vendor above directly, **by phone**, and speak to the front desk agent.

DO NOT BOOK ONLINE – as these bookings go through third party vendors and will not be eligible for coverage.

Once you have booked a reservation, please email bcrfp@variety.bc.ca, and let us know. One of our team members will follow up at the earliest time we are able. If the booking has been made on a Friday afternoon, someone from our team will follow up on Monday morning.