



## **BrightStart Bundle**

### **Frequently Asked Questions**

*Dear Patient:*

*During your stay at BC Women's Hospital, we are pleased to offer you the option of staying in either a private or a semi-private room.*

*Here is a list of frequently asked questions about selecting a private or semi-private room.*

#### **WHAT IS THE BRIGHTSTART BUNDLE?**

The BrightStart Bundle is a program that gives you the option of a private or semi-private room, based on availability.

Included, at no additional charge are:

- Parking for the duration of your stay
- Cable TV and telephone
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#### **WILL I BE ABLE TO RESERVE A ROOM OF MY CHOICE?**

No. The BrightStart Bundle rooms are assigned based on the number of beds available and the medical necessity.

#### **HOW DO I PAY FOR THE BRIGHTSTART BUNDLE?**

Your extended health plan may pay for all or part of the daily room charges, depending on the type of coverage in your plan. If you do not have an extended health plan, or if your extended health plan only covers a portion of the daily room charges, you will be responsible for the outstanding balance.

#### **HOW DO I KNOW WHAT TYPE OF ROOM I AM COVERED FOR?**

Check with your insurance provider (or your spouse's insurance provider) to find out what type of room your plan covers for you. Most extended health insurance covers private or semi-private accommodation, which means the BrightStart Bundle may come at no cost to you. Please check with your provider for the necessary coverage details.

#### **WHY IS BC WOMEN'S HOSPITAL NOW ASKING PATIENTS FOR EXTENDED HEALTH PLAN INFORMATION?**

Acute-care facilities like BC Women's Hospital generate revenue by billing patients' extended health plans for stays in either private or semi-private rooms in accordance with the applicable regulations. All patients registering at BC Women's Hospital are asked for their extended health plan number.

#### **IS THIS GOING TO DEplete MY INSURANCE COVERAGE?**

Please check with your insurance provider to determine the details of your coverage.

#### **WHY WOULD I SELECT A PRIVATE OR SEMI-PRIVATE ROOM?**

Your participation in the BrightStart Bundle program is voluntary. However, by selecting the room of your choice you will be helping BC Women's Hospital raise funds for patient-centred programs and training and education for nurses and staff.

#### **WILL ALL PATIENTS BE BILLED?**

No. Patients who are assigned to a private or semi-private room and who do not wish to participate in the BrightStart Bundle program will not be billed. Patients who opt for the BrightStart Bundle and have an extended health plan will not be billed if the extended health plan covers all costs.

Patients who have no extended benefits coverage and choose the BrightStart Bundle will be charged \$195 for a private room and \$165 for a semi-private room each night.

Patients who require a private room due to medical necessity, are under income assistance, or those who have no coverage or are otherwise unable to pay, are not eligible for the BrightStart Bundle, and will not be billed. Foreign patients at BC Women's Hospital will be billed under a different category.

**If you have any other questions or concerns about the BrightStart Bundle, please call: 604-875-2237.**

*Thank you for your support of our hospital.*

**Questions? Please call our BrightStart Bundle Hotline at 604-875-2237.**