



Patient & Family Guide  
2019

# Room Options in the Hospital

Aussi disponible en français : *Les types  
de chambres à l'hôpital* (FF85-1629)



[www.nshealth.ca](http://www.nshealth.ca)

# Room Options in the Hospital

Nova Scotia Health Authority (NSHA) is pleased to offer 3 room options during your hospital stay. When you are admitted to the hospital, or during the pre-admission process, you will be asked to complete a room options form.

Nova Scotia's health insurance program (MSI) covers the cost of a **standard ward room** (4 beds to a room). If you would prefer to stay in a **private** or **semi-private room**, you or your insurance company will be charged a daily rate.

## Types of rooms

### Standard ward room

- 4 beds separated by curtains
- 1 bathroom
- 1 shower (available at some facilities)



## Private room

- 1 bed
- 1 bathroom
- 1 shower (available at some facilities)
- TV service



## Semi-private room

- 2 beds separated by curtains
- 1 bathroom
- 1 shower (available at some facilities)
- TV service



# Frequently asked questions

## **Why does NSHA charge for private and semi-private rooms?**

Nova Scotia's health insurance program (MSI) covers the cost of a **standard ward room** (4 beds to a room). Health Canada guidelines state that acute care or specialist facilities can give the option of private or semi-private rooms to patients who are willing and able to pay, or who have coverage under their personal health care insurance.

## **How do I know what type of room my private insurance covers?**

Check with your insurance provider to find out what type of room your plan covers and if there are any limits to this coverage. Many health benefit plans only cover part of the room rate. Please review your health benefit plan before signing for a hospital room. Because of privacy laws, we cannot confirm your coverage for you.

## **I don't have private insurance. Can I still ask for a private or semi-private room?**

Yes, you can ask for a private or semi-private room and pay for it yourself.

## **What is the cost of a private or semi-private room, to me or to my insurance company?**

You can find current rates for private and semi-private rooms at:

- › [www.nshealth.ca/fees-and-bill-payments](http://www.nshealth.ca/fees-and-bill-payments)

## **How do I ask for a private or semi-private room?**

After checking with your insurance provider to make sure you have coverage, ask unit staff for help filling out a room options form. By signing this form, you are agreeing to pay any costs not covered by your insurance provider. If a family member is signing the form for you, the family member is assuming responsibility for any fees not paid by you, the patient.

## **Does asking for a private or semi-private room guarantee me the room of my choice?**

No. While we do everything we can to meet requests for private or semi-private rooms, they are not always available. Patients may be moved even after they have been placed in a private or semi-private room. If this happens, room charges will be adjusted.

## **What if you are not able to accommodate my request?**

We will make every effort to provide you with the room type that you have requested. Final room assignments are based on bed availability and the medical needs of other patients. You or your insurance company will only be charged based on your room assignment. For example, if you have requested a private room, but only a semi-private room is available when you are admitted, you or your insurance company will only be charged for a semi-private room.

## **The last time I was in the hospital I had a private room for free. Why do I have to pay now?**

You may have been placed in a private or semi-private room without charge for operational or medical reasons.

We have always charged for private and semi-private rooms requested by patients.

## **Can I change my room request?**

Yes. Please contact the Admitting Department or ask unit staff for help.

## **I don't have a private or semi-private room. Can I still rent a TV?**

TV service is different from one hospital to another. To find out what is available to you, please contact HealthHub Patient Engagement Solutions at 1-866-223-3686 (where applicable) or ask unit staff for help.

## **Will the hospital bill my insurance provider directly for my private or semi-private room?**

Most insurance providers let us bill them directly on a patient's behalf. This means that you do not have to pay the bill up front and apply to be reimbursed. Most patients find this convenient. We will need your current insurance information to be able to do this.

## **What does NSHA do with the revenue from private and semi-private rooms?**

Private and semi-private rooms generate revenue to support hospital programs, training and education, and equipment upgrades.

## **What if I get a bill and don't agree with it?**

If you have questions or concerns about your bill, please call NSHA at the telephone number on your bill.

