



Patient & Family Guide
2018

Semi-private and Private Rooms in the Hospital

Aussi disponible en français :
*Les chambres à deux lits et les chambres
individuelles à l'hôpital (FF85-1629)*



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Semi-private and Private Rooms in the Hospital

Some people prefer to stay in a private or semi-private room during their hospital stay instead of staying in a standard ward room. Here are the answers to some common questions patients and families have about the costs and steps for requesting a semi-private or private room.

What types of rooms are available in hospital?

Most hospitals have three types of rooms available to patients:

- › Standard ward room (usually 3 or 4 beds)
- › Semi-private room (two beds)
- › Private room (one bed)

The standard ward room is covered by Nova Scotia's health insurance program (MSI). The cost of semi-private and private rooms is **not** covered by MSI. These costs must be paid by private insurance (if you have it) or directly by you.

Please check with your insurance provider before requesting a semi-private or private room. All amounts not covered by private insurance will be billed to you, the patient.

How much do semi-private and private rooms cost?

- If you ask for and receive a semi-private or private room, you will be charged \$160/day for a semi-private room and \$180/day for a private room. *These are 2018 rates and are subject to change without notice.*
- Private insurance plans **may** cover **all** or **some** of this cost. However, some insurance providers limit the number of days they will cover, or the amount they will pay. It is your responsibility to be aware of exactly what your private insurance covers.

Please note:

- Once your doctor determines you no longer need to be in the hospital and you are discharged, your insurance provider will no longer cover the costs of a semi-private or private room even if you stay in the hospital while waiting to go to a nursing home or another facility.

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. Because of privacy laws, we cannot confirm this coverage for you.

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

After checking with your insurance provider to make sure you have coverage, ask unit staff for help filling out a Preferred Accommodations 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.

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

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

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

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

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

We have always charged for semi-private and private rooms as requested by the patient. You may have been placed in a private or semi-private room without charge for operational or medical reasons.

Are all patients billed when they stay in hospital?

No. Only patients who have requested and received a semi-private or private room are charged.

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 can be different from one hospital to another. To find out what is available to you, please call the Hospitality Network at 1-866-223-3686 (where applicable) or ask unit staff for help.

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

Most insurance providers let us bill them directly on your behalf so you do not have to pay the bill up front and apply to be reimbursed. Most patients find this convenient. We need your current insurance information to be able to do this.

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

For questions or concerns about your bill, please call the Nova Scotia Health Authority (NSHA) at the telephone number on your bill.

