

**BC FAMILY RESIDENCE PROGRAM SUPPORTING FAMILIES'  
MEDICAL VISITS  
AT RONALD MCDONALD HOUSE**

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For longer term stays, families may want to stay at Ronald McDonald House in which a referral is required.

**Returning Families:** Families who have stayed at RMH BC previously and have been approved with the past year along with having no department changes, can re-book their returning stay (**minimum three nights**) directly with RMH BC. Please call our front desk at 604-736-2957, extension 1.

**New Families:** All new families require a minimum three-night stay and referral from a social worker or healthcare worker who will submit a request form directly to RMH BC. Please contact your booking clerk at the designated Dept. at BCCH, Sunny Hill or the NICU for assistance.

Once the referral is approved or denied, please contact the BC Family Residence Program @[bcrfp@variety.bc.ca](mailto:bcrfp@variety.bc.ca) to inform you are booked. Upon check in, BCFRP will then monitor the registered patient's medical visit and send eligible coverage to RMH upon check out.

If RMH is not available for this stay or for all the eligible dates required, please contact us again and a BCFRP team member will arrange alternative accommodations with one of our partner vendors.

Below are details for the BC Family Residence Program, Ronald McDonald House, and the required information to register the patient.

**BC FAMILY RESIDENCE PROGRAM CRITERIA & GUIDELINES**

**To be eligible for BCFRP you must:**

- Be a resident of BC and have valid medical insurance coverage under the Medical Services Plan of BC.
- Have a child 18 years of age or younger, who is receiving medical care at BC Children's Hospital, including premature babies and other neonates.
- Live outside of the lower mainland.

For eligible families, **The BC Family Residence Program** covers accommodation costs for all **eligible dates**. BCFRP provides coverage for **one room** per family of patient.

**The information we require to start a patient file for your child, and process an accommodation request is as follows:**

- Patient's Name:
- Date of Birth:
- Personal Health Number (PHN):
- Home Address:
- Primary Contact Number (indicate cell or home):
- Email Address:
- Physician & Department Patient is Visiting (and/or medical reason for visit):
- Appointment/Admittance dates:
- Requested Check-in Date & Requested Check-out Date:
- Name of Guest's travelling with the Patient (please include relationship to patient and state the age of all minors):
- Will you be travelling with a car for this medical visit?:
- Do you have a valid credit card for incidentals upon check-in (no number required – just yes or no):  
(Please note: Not all of our vendors require credit cards.)

**Eligible dates for accommodation coverage during a medical visit are as follows:**

**Appointments:** Checking-in the day before the patient's **confirmed** appointment, until check-out the following morning after the appointment.

**Multiple Appointments** (must be within 7 days of each other to be considered as the same medical visit): Checking-in the day before the patient's first **confirmed** appointment, until check-out the morning after the last **confirmed** appointment – up to 30 days max.

**Admittances:** Checking-in the day before the patient's **confirmed** admittance, until check-out the morning after their discharge – up to 30 days maximum.

- If the patient has a **confirmed** appointment/s (pre-op etc.) within 7 days of their admittance, and/or if they have appointment/s (follow-ups etc.) within 7 days of their discharge, then BCFRP can cover accommodations from check-in the day before the first **confirmed** (pre-admission) appointment, until check-out the morning after the last **confirmed** (post discharge) appointment – up to 30 days max.