

HOW SHOULD PROVIDERS APPLY ARRC CLAUSE A13 TO PREMIUM ROOM SERVICES?

NB. The general rule is that if a resident wants a standard room, a provider must admit the resident to its facility at no extra cost, even if no standard rooms are available at the facility. Providers must follow this rule unless the exception in clause A13 applies. This flowchart sets out how to apply the rules in clause A13, including how to apply the exception.

