

# Reimbursing Patient and Family Partners

BC Cancer reimburses Partners for out-of-pocket expenses related to their participation in a BC Cancer patient engagement activity.

Health professionals and teams that request Partners for patient engagement activities are responsible for covering out-of-pocket expenses for Partners.

Partners must be told ahead of time what expenses will be reimbursed, the reimbursement process, and the expected timeline for reimbursement. Expenses should be reimbursed as soon as possible.

Reimbursement of expenses is to be based on the rates approved in the prevailing PHSA Travel and Business Expense Policy.

Always reimburse Partners for parking and/or transit expenses related to presenting or participating on councils, committees or working groups.

Always provide a stamped self-addressed envelope for surveys/materials that need to be returned by mail.

Travel, accommodation, and/or meals for Partners participating outside of their home region may be reimbursed at the discretion of the health professional or team leading the engagement.

Mileage reimbursement or taxi vouchers will be provided by the Provincial Patient Experience Program for Partners we have identified as needing additional supports to be able to participate.

To cover parking and transit expenses use one of these three options:

1. **Parking pass:** The Provincial Patient Experience Program can provide passes for parking at BC Cancer-Vancouver. For all other regions, check with your Coordinator of Volunteers about whether a parking pass is available.
2. **Petty cash:** If your program uses petty cash, get receipts from the Partners and reimburse them on the spot.
3. **Expense claim:** submit a [paper-based claim form](#) (found on the POD) as a cheque requisition. You will need the Partners' full name, mailing address, phone number and the receipt. If the receipt is not available until the Partner drives away, provide a self-addressed and stamped envelope for the Partner to mail the receipt to you. Inform the Partner that it will take 3-4 weeks for reimbursement.

## What account/expense code do I use for the expense claim?

- Please check with your lead. The Patient Experience Program uses: 6960000 (meeting expenses)

## Can food/refreshment costs be reimbursed?

- Food/refreshments are normally provided for longer meetings. The Patient Experience Program does not provide funds for this expense. If provided, food/refreshments will be part of your meeting costs.

**Helpful related docs:** Patient and Family Partner Policies Handbook and Agreement, available at [www.bccancer.bc.ca/getinvolved](http://www.bccancer.bc.ca/getinvolved)

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