

Visitor Requests Submission Process:

1. All visitor requests for site visits, tours, celebrity visits, sport team visits; access to space requests will require the completion of a **The C+W Visitor Request Submission Form**.
2. All completed forms to be attached to an **Outlook meeting request** using time & date of event.
3. All form submissions are to be received by patientexperience@cw.bc.ca two (2) weeks prior to the requested visit or access to allow for processing and applicable approvals.
4. All requests are subject to being adjusted or the Outlook request may be declined.
5. All approved requests may result in cancellation should there be unexpected circumstances such as safety issues.
6. All requestors will be notified of any change or status of approval.

Note: For any party external to the organization they may call toll free to C+W Patient Experience 1-844-874-3267 for assistance with submission (i.e. partners, community stakeholders, other Health Authorities).

7. C+W Patient Experience team will triage the process for approvals.
8. Approver(s) will receive the electronic form for review from Patient Experience- subject line: **Visitor Submission Request Approval Required**.
9. Approval emails to be **reply all** amongst approvers.

Response Standard:

All submissions will receive a message of acknowledgement within two (2) business days of receipt.

E-message: *The C+W Visitor Request Submission Form and the Outlook meeting request has been received and you will be notified of the approval status within five (5) business days. All meeting requests will be accepted as TENTATIVE until approved. Once approved your meeting request will change to ACCEPTED*

Once approved or approved with adjustment:

10. Patient Experience notifies requestor of approval status changing the outlook meeting request from TENTATIVE to ACCEPTED or DECLINE the meeting request.
11. If ACCEPTED, Patient Experience will add the appropriate Program Manager and Protection Services on the Outlook meeting request for awareness/approval.
12. Should added information be required from the requestor the meeting request note section is populated or requestor contacted by Patient Experience under separate cover.

Steps post Approval:

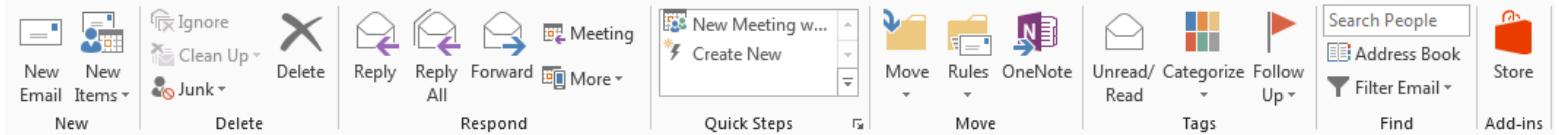
13. Outlook meeting request populates Patientexperience@cw.bc.ca email account in calendar.
14. The Outlook calendar will be updated and accessible through shared calendar permissions (read only- to mitigate unintended changes).
15. All approvers will have access to the shared calendar for viewing of any month where visits have been approved (ACCEPTED) or are pending (TENTATIVE) in real time.

Managing an ACCEPTED visitor submission:

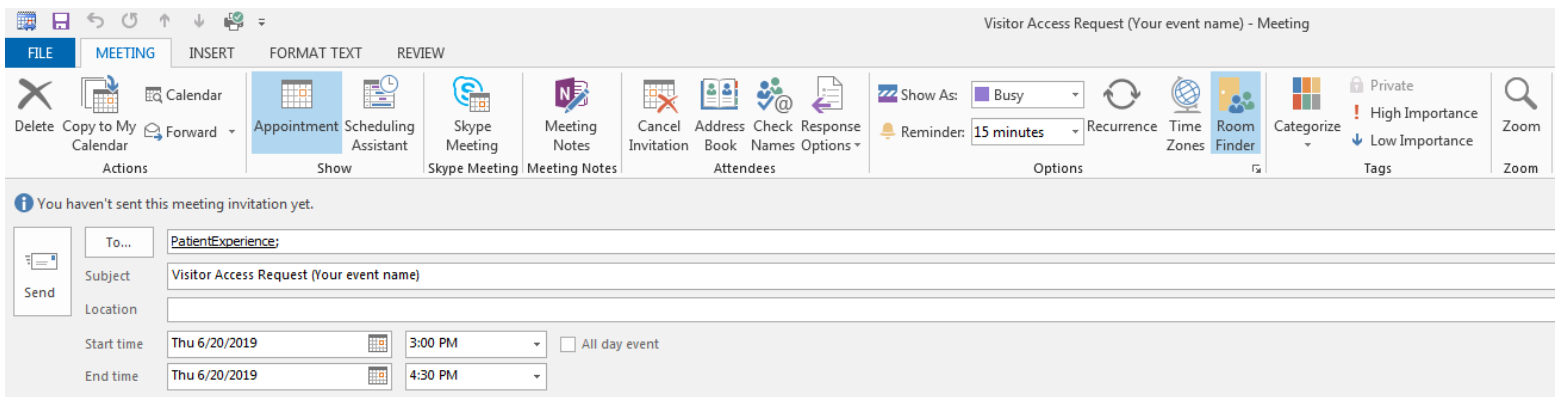
1. Review pertinent or logistical information, steps on notification requirements, volunteer resource access, consent forms required -will be provided in approved (ACCEPTED) meeting requests as an attachment.
2. Requestors may contact C+W Patient Experience patientexperience@cw.bc.ca or 1-844-874-3267) for assistance, a status update or to modify their request as needed.

How to send your Visitor Access Form via Outlook Meeting Request

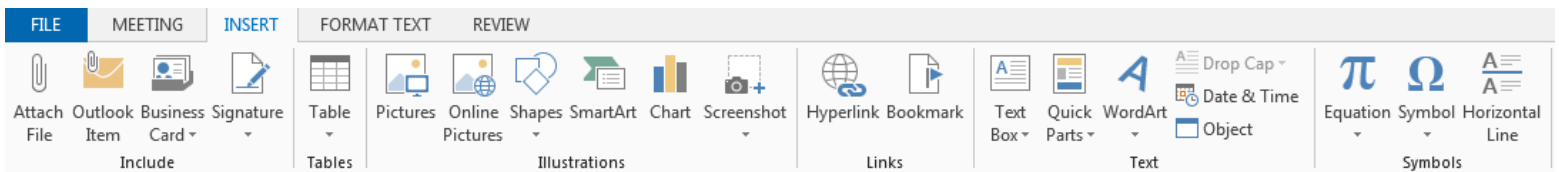
1. Click the “New Items” icon in the top ribbon of Microsoft Outlook. Then select “Meeting” from the drop-down list.



2. When your meeting request opens, fill in: *To*, *Subject*, and *Date/Time* of the requested visitor access request



3. To attached your completed visitor request form, click “Insert”, then “Attach File”, then browse for your file



4. Go back to the “File” tab and then “Send”

