



Kristen Schulz <kristen@secondstreet.org>

VCH FOI 2026-F-389 - Response

2 messages

VCH Freedom Of Information Office [VCH] <VCHFreedomOfInformationOffice@vch.ca> Mon, Mar 2, 2026 at 5:22 PM
 To: Kristen Schulz <kristen@secondstreet.org>
 Cc: "VCH Freedom Of Information Office [VCH]" <VCHFreedomOfInformationOffice@vch.ca>

Dear **Kristen Schulz**,

Please disregard my previous email sent earlier in the day requesting for a deadline extension.

We are writing in response to your request for the following records:

Please provide data on the amount of write-offs from health services provided to patients who are not residents in Canada as well as the outstanding obligation.

Please break out the data by year for these five fiscal years (2020-21 to 2024-25).

A summary table is preferred." (Date Range for Record Search: From 04/01/2020 To present)

Start Date: 2020-01-01

End Date: 2026-01-15

Please see below for our response:

Vancouver Coastal Health						
Non-Resident of Canada Outstanding Accounts Receivable & Write off's Processed During the Year						
Years ended March 31						
		2020/21	2021/22	2022/23	2023/24	2024/25
	O/S NRC AR	63,485,915	66,406,718	85,072,904	101,597,016	116,980,556
	NRC Write off's	7,109,736	6,674,375	2,052,552	4,930,186	10,214,870

- *As a public health authority, Vancouver Coastal Health (VCH) is committed to providing safe, timely quality care for everyone, regardless of a patient's financial or immigration status.*
- *Since the pandemic, non-resident balances for health-care services rendered have increased as restrictions were lifted and travel resumed as well. The total value of non-resident accounts receivables also increased due to the impact of inflationary pressures on costs associated with delivering care.*
- *VCH works diligently to collect non-resident accounts receivable, including ongoing communication with patient, close coordination with any relevant insurance companies, and development of payment plans, if necessary. Once all avenues are exhausted, non-resident debt is sent to an external collection agency to support cost recovery.*

You may request a review of VCH's response within 30 working days of receiving this email by writing to the following address:

Office of the Information and Privacy Commissioner for British Columbia

PO Box 9038, Stn. Prov. Govt.

Victoria, BC V8W 9A4

Telephone: (250) 387-5629

Fax: (250) 387-1696

If you choose to request a review by the Office of the Information and Privacy Commissioner, you should include with your request:

- a copy of your original request for records; and
- a copy of this response.

Regards,

Vivian

Vivian Law (she/her)

Freedom of Information Advisor

FOI Office: VCHFreedomOfInformationOffice@vch.ca

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I acknowledge the homelands of the Indigenous Peoples of this place we now call British Columbia, and honour the unceded territory of the Coast Salish Peoples, including the territories of the x^wməθkwəyəm (Musqueam), Skwxwú7mesh (Squamish), and Səlilwətaʔ/Selilwitulh (Tsleil-Waututh) Nations in which I live and work.

Kristen Schulz <kristen@secondstreet.org>

Thu, Mar 5, 2026 at 12:33 PM

To: "VCH Freedom Of Information Office [VCH]" <VCHFreedomOfInformationOffice@vch.ca>

Received, thank you.

[Quoted text hidden]

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Kristen Schulz
SecondStreet.org

