



# Regional User Transportation Policy in the Nunavik Region

**POLICY: NRBHSS RP-01**

<b>ADOPTION:</b>		
Board of directors	Resolution:2013-11	BOD- February 2013
Date:	February 28, 2013	
<b>EFFECTIVE DATE:</b>	On February 28, 2013	



<b>SUBJECT:</b> Regional User Transportation Policy in the Nunavik Region	<b>POLICY NO.</b> NRBHSS – RP 01
<b>TO:</b> Executive Directors of the Inuulitsivik Centre and the Ungava Tulattavik Health Centre	
<b>UNDER THE RESPONSIBILITY OF:</b> NRBHSS Department of Out-of-Region Services	

### BACKGROUND OF POLICY

<b>TITLE:</b> Regional User Transportation Policy in the Nunavik Region		
<b>ADOPTION:</b>		
Board of directors	Resolution:2013-11	BOD- February 2013
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Date of adoption and effective date	On June 22, 2004	
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<b>SUBJECT:</b> Regional User Transportation Policy in the Nunavik Region	<b>POLICY NO.</b> NRBHSS – RP 01
<b>TO:</b> Executive Directors of the Inuulitsivik Centre and the Ungava Tulattavik Health Centre	
<b>UNDER THE RESPONSIBILITY OF:</b> NRBHSS Department of Out-of-Region Services	

**Note: In this document, the masculine form is used to designate both genders.**

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**PREAMBLE**

This Regional User Transportation Policy is in compliance with the user transportation policy of the health and social services network applicable to the entire population of Québec, including Nunavik residents. The Regional User Transportation Policy specifies regional characteristic not included in the *MSSS* bulletin for *James Bay and Northern Québec Agreement (JBNQA)* beneficiaries.

This policy applies to institutions in Region 17 (Nunavik) for medically approved travel within and outside the Nunavik region. It replaces the previous policy adopted on June 22, 2004.

Inuit beneficiaries of the *JBNQA* who establish their residence outside Nunavik, **regardless of when this period began**, are not covered under the Regional User Transportation Policy administered by the Nunavik Regional Board of Health and Social Services for their medical transportation. They fall, if eligible, under Health Canada's program, which delivers non-insured health services for beneficiaries living outside the region.

The objective of this policy is to allow institutions in the health and social services network with headquarters in Nunavik to send users to referral institutions equipped to provide the care or services their condition requires. The policy's provisions are applied for beneficiaries under the terms of the *JBNQA* and whose residence is Nunavik.

**LEGAL FOUNDATIONS**

This document was revised and approved by the Nunavik Regional Board of Health and Social Services. It complies with the policies of the *Ministère de la Santé et des Services sociaux* with regard to the definitions, objectives and eligibility criteria contained in the various policies and free programs described in the *MSSS* bulletin.

**The executive directors of the Ungava Tulattavik Health Centre and the Inuulitsivik Health Centre, or their representatives, are responsible for managing the Regional User Transportation Policy in the Nunavik region.**

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**BASIC PRINCIPLES**

1. Transportation will be to the closest health professional’s office or healthcare institution.
2. All transportation authorized by the institution must state the name of the institution’s attending physician who prescribed the transportation.
3. The most practical and economical form of transportation will be selected in view of the urgency of the situation and the user’s state of health.
4. In the event of elective transportation, it is the user’s obligation to exhaust all sources of employer-provided benefits for which he is eligible, or benefits provided by a health-insurance plan, social program, government-subsidized program (SAAQ, CSST, etc.) or private insurance plan. The health network must be the payer of last resort.
5. The following elements are excluded from the regional policy:  
(Reference Framework for the Application of the Agreement on the Non-Insured Health Benefits (NIHB) Program, section 3.11)
  - a) transportation required for the purpose of applying a social or youth-protection program;
  - b) salaries and other benefits related to personnel providing transportation-management services delivered by the institutions concerned.

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**CHAPTER I – GENERAL PROVISIONS**

**1) DEFINITIONS**

The following definitions apply to the entire policy.

The following terms, definitions and abbreviations will be used at all times when managing, implementing or writing correspondence about the policy.

**1.1 ESCORT**

Person whose role is to guide and assist the user during the stay outside of his place of residence.

**1.2 MEDICAL ESCORT**

Health professional designated by the institution whose role is to guide, monitor, safeguard and provide care for the user during an emergency evacuation.

**1.3 JBNQA BENEFICIARY**

A person who is registered as a beneficiary under the terms of the *James Bay and Northern Québec Agreement (JBNQA)* and whose residence is in Nunavik. Makivik Corporation is responsible for the register of beneficiaries.

**1.4 REFERRAL INSTITUTION**

*Outside Nunavik:* Service corridors established with the McGill *RUIS* or designated by a Nunavik Institution.

*In Nunavik:* Ungava Tulattavik Health Centre, Inuulitsivik Health Centre and CLSC in Nunavik, as the case may be.

**1.5 TRAVEL EXPENSES**

Include lodging, meals and transportation expenses.

**1.6 RESIDENCE**

A place where a person normally resides in Nunavik.

**1.7 USER**

Any JBNQA beneficiary provided with health services by an institution.

**1.8 ADMITTED USER**

A person is admitted in a health-network institution:



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**CHAPTER II – USER TRAVEL**

**A) ELECTIVE TRANSPORTATION**

Transportation procedure for users requiring **elective** care or services unavailable in the region or in their community.

**1) ELIGIBILITY CRITERIA**

- ❖ Be a *JBNQA* beneficiary, and a resident of Nunavik;

and

- ❖ The referral institution’s physician has prescribed the service and transportation has been approved by a person designated by the Executive Director;

and

- ❖ The return travel is between the place of residence and the referral institution providing the required care and services.

**2) RESPONSIBILITY FOR PAYMENT**

- 2.1 The cost of the user transportation will be assumed in full by the referral institution.
- 2.2 In the event that an organization other than a health-network institution (*SAAQ*, *CSST*, etc.) is responsible for the user, the expenses incurred to transport the user and his escort will be paid by such organization in accordance with the criteria in the *MSSS*’ user transportation policy of the health and social services network.
- 2.3 If the user requests transportation to an institution other than the one designated by the attending physician and approved by the Executive Director or his delegate, the additional costs incurred by this choice will be the responsibility of the user or his family.

**3) TRAVEL CARRIER AND ADMINISTRATIVE GUIDELINES**

The most economical mode of transportation will be chosen in view of the user’s condition and service corridors established with the McGill *RUIS*.

- 3.1 All elective appointments must be made through the liaison services of the referral institution and/or the Northern Québec Module (*MNQ*).
- 3.2 If the user must travel outside of the Montréal region (e.g. Sherbrooke or Québec City) due to the absence of required medical healthcare in Montréal, the liaison services of





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**5) EMERGENCY EVACUATION ON BOARD A COMMERCIAL FLIGHT**

**5.1 ELIGIBILITY CRITERIA**

a) Transportation:

All users whose health condition has been recognized by a physician as requiring emergency transportation will be eligible.

b) Free transportation:

Only users who are *JBNQA* beneficiaries are eligible for free transportation.

**5.2 ADMINISTRATIVE AND FINANCIAL GUIDELINES**

a) The referral institution will assume the cost of transporting users who are residents of Québec.

b) Authorization for medical evacuation on board a commercial flight must be given by a physician.

c) The *JBNQA* beneficiaries will return to their residence at the expense of the referral institution by the most economical form of transportation available that is appropriate to their condition.

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**CHAPTER III – HOUSING SERVICES**

**1) LODGING SERVICES**

**1.1 LODGING IN TRANSIT RESIDENCES**

- ❖ Be a *JBNQA* beneficiary and a resident of Nunavik;

and

- ❖ The referral institution’s physician has prescribed the service and transportation has been approved by a person designated by the Executive Director.

**1.2 FINANCIAL PROCEDURES**

Upon arriving in the referral location, the user must check-in to the lodging-management services of the transit residences.

**1.3 USER’S WRITTEN AGREEMENT**

The assigned personnel in the user’s referral institution will inform the user of his obligations and responsibilities and the rules and procedures in effect.

Before his departure, the user will sign an agreement form in front of a witness in which he commits to adhere to the obligations, responsibilities, rules and procedures.

**1.4 USER’S OBLIGATIONS**

- 1.4.1 The user will keep the lodging-management services informed of his whereabouts at all times;
- 1.4.2 The user commits to attend the appointments scheduled for him;
- 1.4.3 The user commits to follow the rules as written in the agreement form that he signed before being transported to the institutions designated by the referral institution.

The user who fails to fulfill his obligations will be subject incrementally to the following measures, which may be adjusted in view of his state of health, depending on the gravity of the offense and the existence of previous violations:

- 1.4.3.1 The user who leaves on his own without advising those responsible for him will be personally liable for his lodging and transportation to the airport for the return to his community. His return airfare will nevertheless be covered by the referral institution as planned (regardless of the time lapse).
- 1.4.3.2 Except for urgent situations, the user who fails to report to an appointment will be offered another appointment on the same trip. The user who fails to report to the second appointment will be returned to his community. Once in

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his community, he must consult a health professional for an evaluation and the need to book another appointment.

1.4.3.3 The user

- who damages his place of lodging or its assets
- who is abusive or violent to other patients or to staff through violent behaviour
- who fails to do his role (see in user and escort agreement)
- who does not respect the rules of the house

will not be tolerated at any time.

**2) REIMBURSEMENT OF LODGING AND MEALS**

**2.1 ELIGIBILITY**

❖ Be a *JBNQA* beneficiary and a resident of Nunavik;

and

❖ The referral institution's physician has prescribed the service and transportation has been approved by a person designated by the Executive Director;

and

❖ Have received elective care and services not available in Nunavik or his community of residence, at the request of the attending physician

and

❖ Is staying at friends or family or hotel

**2.2 REIMBURSEMENT OF HOUSING AND MEALS**

Users who choose to lodge with friends or family are entitled to receive a flat rate per night completed (as per *MSSS* bulletin), which includes all meals and lodging expenses for a maximum of two (2) nights' stay per trip (see section 2.3 below).

If the user is travelling in the company of an escort approved by the referral institution, the escort receives an amount as per *MSSS* bulletin per night completed for meal expenses. The escort must share the room of the person he is escorting.

**2.3 CALCULATION OF OVERNIGHT STAYS**

Stays are considered to be two nights for travel for elective intra- or extraregional appointments, unless a medical opinion is issued otherwise.









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**APPLICATION**

This policy cancels and supersedes any previous policy on the subject.

**APPRECIATION OF THIS TRANSPORTATION POLICY**

In case a beneficiary is dissatisfied with the services received under the Nunavik Regional User Transportation Policy, he may lodge complaint with the institutions' local service-quality and complaints commissioner, who will process the complaint with diligence and respect within the period stipulated under the *Act respecting health services and social services*.

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**APPENDIX 1 – USER AGREEMENT FORM**

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**EXPECTATIONS FROM USERS**

Booking appointments, travel, lodging and meals are privileges for beneficiaries of the *James Bay and Northern Québec Agreement (JBNQA)* requiring medical care. When you travel to receive approved medical services, you are required to behave responsibly and respect the obligations, responsibilities, rules and procedures listed in this agreement form.

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**USER AGREEMENT FORM**

<b>User's Name:</b>	<b>File number:</b>
<b>Address:</b>	<b>Referred by: Tulattavik HC __ Inuulitsivik HC __ CLSC</b> __
<b>Name of escort:</b>	<b>Telephone Number:</b>

Liaison services, lodging and meals are privileges for beneficiaries of the *James Bay and Northern Québec Agreement (JBNQA)* who require medical care. When you travel to receive approved medical services, you are required to behave responsibly and respect the obligations, responsibilities, rules and procedures listed in this agreement form.

**OBLIGATIONS AND RESPONSIBILITIES:**

- ✓ I will respect the obligations, responsibilities, rules, and procedures listed on this agreement form;
- ✓ I will carry a valid health-insurance card at all times when I travel and present it when asked;
- ✓ I will report to my medical appointments as scheduled;
- ✓ I will always advise the lodging-management services of my whereabouts when I leave the transit residence;
- ✓ To benefit from the liaison services, I will always inform the personnel of my whereabouts, particularly when staying with relatives, friends or elsewhere;
- ✓ I will advise the liaison nurse when I receive instructions from health professionals and specialists concerning appointments, travel, follow-up or future examinations;
- ✓ I will advise the referral institution if special circumstances will prevent me from reporting for scheduled appointments at least two (2) days before the scheduled flight;
- ✓ I will observe transportation, appointment, meal, and curfew schedules;
- ✓ I will not possess or use illegal drugs at any time. Transit-residence access will be denied in case of intoxication;
- ✓ I will not possess or drink alcohol in the transit residences;
- ✓ I will not display verbal or physical aggression. Such conduct will not be tolerated under any circumstances;
- ✓ I will take care of furniture, goods and other property at the location where I will be lodging during my stay;
- ✓ I am responsible for my actions.

I hereby understand the obligations, responsibilities, rules and procedures and pledge to abide by them.

\_\_\_\_\_  
User's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of person who provided explanations

\_\_\_\_\_  
Name of witness

Note: Give the information to the user before sending the request for an appointment to the referral institution.

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**APPENDIX 2 – ESCORT AGREEMENT FORM**

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**EXPECTATIONS FROM ESCORTS**

Accompaniment for a beneficiary of the *James Bay and Northern Québec Agreement (JBNQA)* is a privilege that the referral institution has the power to grant.

The escort is defined as a person whose role is to guide and assist the user during his stay outside of his community of residence.

A person designated by the referral institution as a user’s escort must behave responsibly and respect the obligations, responsibilities, rules and procedures listed in the agreement form.

The agreement form must be signed by the escort. The original will be kept in the user’s record and a copy will be given to the escort.

The escort agreement form is attached herewith.

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**ESCORT AGREEMENT FORM**

<b>Name of escort:</b>	<b>User file number:</b>
<b>Address:</b>	<b>Referred by: Tulattavik HC __ Inuulitsivik HC __ CLSC __</b>
<b>Name of escort's user:</b>	<b>Telephone Number:</b>

Accompaniment for a beneficiary of the *James Bay and Northern Québec Agreement (JBNQA)* is a privilege that the referral institution has the power to grant.

The escort is defined as a person whose role is to guide and assist the user during his stay outside of his community of residence. A person designated by the referral institution as a user's escort must behave responsibly and respect the obligations, responsibilities, rules and procedures listed in the agreement form.

The agreement form must be signed by the escort. The original will be kept in the user's record and a copy will be given to the escort. The escort agreement form is attached herewith.

**OBLIGATIONS AND RESPONSIBILITIES:**

- ✓ I will respect the obligations, responsibilities, rules and procedures listed on this agreement form;
- ✓ I am able to take care of myself and the user I am escorting without requiring the assistance of another escort;
- ✓ I am a trustworthy companion for the user and can be counted on at all times;
- ✓ I will stay with the minor person I am travelling with at all times;
- ✓ I will stay with the user for a minimum of five (5) hours per day if the user is hospitalized;
- ✓ I am 21 years or older and I will interpret in Inuktitut, English or French when required;
- ✓ I will accompany and assist the user during transfers and travel, hospitalization and medical appointments;
- ✓ I will observe transportation, appointment, meal and curfew schedules;
- ✓ I will be available to comfort, reassure, encourage and assist the user with his personal care, console and listen to him;
- ✓ I will ensure that the user's needs are met and shall place priority on his welfare;
- ✓ I will carry the user's medical documents if necessary;
- ✓ If the user is unable to provide notification, I must be able to communicate with the family, health professionals, specialists and liaison nurse when I receive instructions concerning appointments, travel, follow-up or future examinations;
- ✓ I will accomplish the tasks assigned to me;
- ✓ I will always inform the lodging-management services of my whereabouts when I leave the transit residence;
- ✓ I will not possess or use illegal drugs at any time. Transit-residence access will be denied in case of intoxication;
- ✓ I will not possess or drink alcohol in the transit residences;
- ✓ I will not display verbal or physical aggression. Such conduct will not be tolerated under any circumstances.
- ✓ I will take care of furniture, goods and other property at the location where I will be lodging during my stay;
- ✓ I am responsible for my actions.

I hereby understand the obligations, responsibilities, rules and procedures surrounding my commitments and pledge to abide by them.

_____	_____
Signature of user's escort	Date
_____	_____
Name of person who provided explanations	Signature of witness

Note: Give the information to the escort before the date of departure.

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