



## **PATIENT TRAVEL INFORMATION**

### **CONFIRMATION OF APPOINTMENT**

1. Your health care provider should fax your Confirmation of appointment\* to 250 902-2246 ASAP. Then you need to follow up to ensure that our Patient Travel Clerk has received the fax.
2. Fill out the Patient Travel Request Form.
3. Submit to Darlene Peeler, Patient Travel Clerk.
4. After your appointment, submit your confirmation of attendance.
5. \*\* If your appointment is cancelled \*\* – and you have a hotel booked – cancel the reservation. If you do not, you will be charged for the no show.
6. Inform Darlene if your appointment was cancelled.

### **ESCORT**

If a medical escort is necessary, the doctor must state the reason, which may be:

- a. Care instructions required
- b. Language barrier/interpreter needed
- c. Legal consent required
- d. Medically incapacitated
- e. Mentally incapacitated
- f. Minor Child (18 & under)
- g. Physical/Mental disability

### **CONFIRMATION OF ATTENDANCE**

You will be provided with a confirmation of attendance form that confirms you attended your appointment. Please have it dated and initialed by the reception at your appointment. Failure to submit this document to the Health Centre following your appointment will affect future Patient Travel eligibility.

### **ACCOMODATION**

Patient Travel will cover accommodation when required. The hotel “room and taxes only” are covered. Any incidental fee/deposit, additional family members, room charges or hotel parking are not covered and will need to be paid by you.

## ELIGIBILITY

To be eligible for Patient Travel from the Kwakiutl Health Centre you must be Status and:

- Be living in Fort Rupert, or, be a Kwakiutl Band/Community member living in the Beaver Harbour/Airport catchment area.
- Provide the Patient Travel Clerk with your status number, date of birth and contact number.

## PROCESSING

- You must submit your Confirmation of appointment to the Patient Travel clerk as soon as you receive it (Most specialists will mail your confirmation of appointment a month in advance to you; bring this document in as soon as you receive it).
- All non-Fort Rupert residents must provide proof of residency in the catchment area of Beaver Harbour/Airport areas, and will be required to sign a disclosure form acknowledging that patient travel has not been applied for directly from FNHA. If necessary, the Patient Travel clerk will verify with FNHA.
- All non-emergency travel will be processed Monday and Friday.
- We will no longer process last minute travel. You can be reimbursed after Patient Travel receives your confirmation of attendance, or you may reschedule an appointment for a later date.
- Your cheque will be available for pick-up at the Health Centre.

## FNHA

For further information, please go to <http://www.fnha.ca/benefits/overview>.

If you have concerns you need addressed, please feel free to contact the Patient Travel Clerk or Health Director at 250 949-6625. If you have ideas that are solution based to our many problems in the funding for patient travel, or if there is something that works really well, we would really like to hear from you.

\*Please note: It is the responsibility of the client to obtain and submit all information regarding appointments and information. Care Providers must adhere to Privacy Legislation, and will not share client information, so the Patient Travel clerk is not authorized to ask for any of your private and personal information. This would also contravene the Kwakiutl Health Privacy and Security Policies that protects your personal information.