

MEDICAL TRAVEL POLICY



DEPARTMENT OF HEALTH

2022

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1.0 POLICY STATEMENT

The Department of Health (Health) will provide medical travel benefits to eligible clients who must travel in order to access necessary health services that are not available in their home community.

2.0 PRINCIPLES

2.1 The Policy and its application are guided by the following principles:

- (a) Inuit Societal Values, which includes the guiding principles of *Pijitsirniq* – serving and providing for family and/or community and *Inuuqatigiitsiarniq* – respecting others, relationships and caring for people, will be recognized and respected;
- (b) All activities of the Nunavut health-care system support an approach that places people first;
- (c) The cost of travel should not be a barrier to individuals accessing necessary health services that are not available in their home community;
- (d) The Medical Travel Program should be designed to be fair, understandable, easy to access, and consistently applied across the territory;
- (e) The Medical Travel Program should operate in a way that is accountable, sustainable and responsive; and
- (f) The Nunavut health-care system supports the accessibility principle of the *Canada Health Act*.

3.0 APPLICATION OR SCOPE

3.1 This Policy applies to all eligible clients who must travel to access necessary health services outside their home community and to all approved medical and client escorts.

4.0 DEFINITIONS

- 4.1 Adult – means a Nunavut resident 19 years of age or older.
- 4.2 Approved centres – means a hospital, clinic, birthing centre, regional health facility, or rehabilitation centre approved by the Assistant Deputy Minister - Operations for the provision of health services that are not available in a client's home community.
- 4.3 Child – means a Nunavut resident between 2 to 18 years of age.
- 4.4 Client – means a Nunavut resident who must travel in order to access health services.
- 4.5 Client escort – means an adult authorized to accompany a client pursuant to Section 6.14

- 4.6 Co-payment – means the portion of eligible medical travel expenses which must be paid by eligible clients, including any amount applied for client escorts, as determined in accordance with this Policy.
- 4.7 Director – means a regional Director of Health Programs, a regional Director of Health Facilities, the Director of Clinical Services at the Qikiqtani General Hospital, or their designates.
- 4.8 Director Child and Family Services – means the territorial director designated under the *Child and Family Services Act* or their designate.
- 4.9 Executive Regional Director – means an Executive Regional Director of Health Services, the Executive Director of Iqaluit Health Services, or their designates.
- 4.10 Guardian – means a parent, a foster parent, or an individual legally responsible for a client.
- 4.11 Health services – means insured services, as defined by the legislation that a Nunavut practitioner deems medically necessary for a client.
- 4.12 Infant – means a resident of Nunavut of less than 2 years of age.
- 4.13 Legislation – means the:
- (a) *Hospital Insurance and Health and Social Services Administration Act*,
 - (b) *Medical Care Act*,
 - (c) *Mental Health Act*; and
 - (d) *Public Guardianship and Trusteeship Act*.
- 4.14 Mature minor – means an individual 16 to 18 years of age who has reached a sufficient level of emotional and intellectual maturity to be able to make their own medical decisions or medical decisions for their infant or child, as determined by the Nunavut practitioner referring the medical travel.
- 4.15 Medevac – means air ambulance transport of a client requiring emergency medical care outside of the community.
- 4.16 Medical escort – means a health-care professional, including but not limited to a physician, nurse, or paramedic, who is required to provide professional care to a client while travelling.
- 4.17 Medical travel – means travel between Nunavut communities and/or approved centres outside of Nunavut, as approved by a referring Nunavut practitioner for a client, for the purpose of obtaining necessary health services that are not available in a client’s home community, in accordance with this Policy.
- 4.18 Medical Travel Appeals Reviewer – means an individual selected by the Deputy Minister for the purpose of considering and rendering decisions on appeals.
- 4.19 Nunavut practitioner – means an individual who is licensed to deliver health services in Nunavut through employment or a contract with the Government of Nunavut, such as nurses, physicians, and midwives. For the purposes of this Policy, dental providers are not considered Nunavut practitioners.
- 4.20 Public Guardian – means the public guardian designated under the *Public Guardianship and Trusteeship Act*.
- 4.21 Resident – A resident of Nunavut means a person lawfully entitled to be or to remain in Canada who makes their home and is ordinarily present in Nunavut, but does not include a tourist, transient or visitor to the Territory.

- 4.22 Repatriation – means return air ambulance transport of a client to Nunavut, when the client is unable to travel on a commercial flight.
- 4.23 Scheduled medevac – means scheduled air ambulance transport of a client requiring urgent, but not emergency medical care outside of the community.

5.0 ROLES AND RESPONSIBILITIES

5.1 Minister

- (a) The Minister of Health (“the Minister”) is accountable to Executive Council for the implementation of this Policy.

5.2 Deputy Minister

- (a) The Deputy Minister of Health (“the Deputy Minister”) is accountable to the Minister for the administration of this Policy.
- (b) The Deputy Minister may make minor amendments, the appendices that form part of this Policy.
- (c) The Deputy Minister has the responsibility of selecting individuals as medical travel appeals reviewers.
- (d) The Deputy Minister has the responsibility of reviewing decisions by medical travel appeals reviewers and rendering final decisions on appeals under this Policy.
- (e) The Deputy Minister may designate other Department of Health Officials in addition to the Director, for the purpose of approving client escort and infant travel.
- (f) The Deputy Minister may, in exceptional circumstances, approve reasonable medical travel benefits above and beyond those set out in this Policy where they deem such a provision to be essential to the health and well-being of the client.

5.3 Assistant Deputy Minister – Operations

- (a) The Assistant Deputy Minister – Operations will be responsible for the following:
- i. designate approved centres for the purpose of this Policy;
 - ii. determine the nearest approved centre for necessary and appropriate health services;
 - iii. approve repatriations; and
 - iv. approve a second client escort for medical travel.

5.4 Medical Travel Appeals Reviewer

- (a) A medical travel appeals reviewer, selected by the Deputy Minister, has the responsibility of reviewing and rendering decisions on appeals under this Policy.

5.5 Executive Regional Directors and Executive Director of Iqaluit Health Services

- (a) An Executive Regional Director and Executive Director of Iqaluit Health Services will be responsible for the following:

- i. approve client escort travel that originates from a community other than where the client resides; and
- ii. approve a request for a medical escort.

5.6 Directors or other Health officials designated by the Deputy Minister

- (a) Directors or other Health officials designated by the Deputy Minister, will be responsible for approving the following, in accordance with section 6:
 - i. client escort requests;
 - ii. infant travel requests;
 - iii. escort switch requests; and
 - iv. requests to return the body of a deceased client, medical escort or client escort to a community other than the one in which the client or escort most recently resided.

5.7 Director Child and Family Services

- (a) If the client is a ward of the Director Child and Family Services, the Director Child and Family Services has the responsibility to approve medical travel prior to travel.

5.8 Public Guardian

- (a) If the client is a ward of the Public Guardian, the Public Guardian has the responsibility to approve medical travel prior to travel.

5.9 Nunavut Practitioners

- (a) Nunavut practitioners will:
 - i. determine the care that a client requires, and initiate a referral to the nearest approved centre where the appropriate care is available;
 - ii. be responsible for recommending that a client escort accompany a client on their travel, subject to the approval of the Director or other official designated by the Deputy Minister;
 - iii. be responsible for recommending that a second client or medical escort accompany a client on their medical travel subject to the approval of the Assistant Deputy Minister – Operations where it concerns a second escort or the Executive Regional Director, where it concerns medical escorts;
 - iv. be responsible for approving a parent or guardian to travel with an infant or child as a client escort as set out in section 6.20;
 - v. be responsible for approving a medevac, subject to the terms and conditions of an agreement with a medevac service provider or any directions of the Deputy Minister;; and

- vi. be responsible for ensuring that necessary documentation, in support of escort and infant travel requests, is submitted to the appropriate authority for consideration.

5.10 Clients

- (a) A client has the responsibility to attend their appointments as recommended by a Nunavut practitioner and follow the responsibilities listed in section 6.11 and outlined in the Client Travel Agreement (Appendix A).

5.11 Client Escorts

- (a) A client escort has the responsibility to stay with their client at all reasonable times and follow the responsibilities listed in section 6.23 and listed in the Client Escort Travel Agreement (Appendix B).

6.0 PROVISIONS

MEDICAL TRAVEL CLIENTS

Medical Travel Eligibility

- 6.1 Eligibility for medical travel benefits is restricted to residents of Nunavut who must travel to access necessary health services that are not available in their home community and meet the following criteria:
- (a) the client must hold, or be eligible for, valid registration with the Nunavut Health Care Plan; and
 - (b) the reason for travel is a valid referral from a Nunavut practitioner and the travel cannot be deferred until the client is traveling for other reasons.
- 6.2 In emergency circumstances, the cost of medical travel transportation for non-residents will be paid by the Government of Nunavut; however, the non-resident will be billed for the full cost of the transportation provided.

Client Benefits

- 6.3 Medical Travel benefits will only be authorized for medical travel originating within Nunavut.
- 6.4 Health is a payer of last resort. Medical travel benefits (both scheduled and medevac) are provided only to clients who do not have access to medical travel benefits through an employer, an insuring body, or some other program, including as a dependent. Clients will be required to use their third-party insurance or employment benefits first.
- 6.5 Subject to any co-payment set by the Minister, medical travel benefits include the following:

- (a) medical travel transportation to and from the nearest approved centre through:
 - i. scheduled aircraft at economy airfare;
 - ii. charter aircraft when it is a reasonable and cost-effective alternative to scheduled travel;
 - iii. ground transportation when required to transfer a client from one approved centre to another;
 - iv. medevac when needed to access emergency care or when the client is unable to travel on a commercial flight; and
 - v. the cost of travel to get a client who becomes seriously ill or badly injured on the land to the nearest approved centre (subject to provisions in the Memorandum of Understanding between Health and the Department of Community and Government Services).
- (b) a medical escort as set-out in section 6.28; and
- (c) a client escort as set out in section 6.6.

6.6 A client is eligible for a client escort if a Nunavut practitioner, in consultation with the client or guardian, recommends a client escort and when any of the following criteria are met:

- (a) there is a need for legal consent for the client by a parent or guardian;
- (b) the client has a mental or physical condition which results in the client being unable to travel without additional assistance;
- (c) the client escort will participate in the client's treatment program and receive instructions on specific and essential home medical/nursing procedures that cannot be given to the client only;
- (d) the client is unilingual speaking in Inuktut and requires travel to an approved centre where interpretation services are not available;
- (e) the client is unilingual speaking in an Inuit language and is 65 years of age or older; or,
- (f) the client requires travel for confinement to give birth outside of their home community.

6.7 When a client chooses to travel to a centre other than the nearest approved centre, medical travel benefits will only be provided to the destination with the lowest cost to Health among the nearest approved centre and the alternative centre chosen by the client.

6.8 Approved travel is deemed to begin upon boarding the first flight on the journey immediately prior to the client's appointment.

6.9 Once the client is medically cleared to return home, return travel will be scheduled for the first available flight after the final appointment, to the community from which the medical travel was initiated, through the most economical transportation mode available.

Client Responsibilities

6.10 Clients must sign the Client Travel Agreement in Appendix A before travel will be arranged.

6.11 While on medical travel for health services, clients are responsible for the following:

- (a) providing reasonable advance notice to the health centre when the client can no longer attend a previously confirmed appointment except when prevented for medical reasons or because of circumstances outside the client's control;
- (b) attending all appointments;
- (c) following all prescribed instructions given by health practitioners;
- (d) checking in for all flights except when prevented for medical reasons or because of circumstances outside the client's control;
- (e) abiding by the rules of the boarding home or hotel facility;
- (f) refraining from abusing and being intoxicated by alcohol, cannabis, illegal drugs; there is zero tolerance for intoxication and illegal drug use;
- (g) refraining from engaging in abusive verbal and/or physical behaviour, violent behaviour and illegal behaviour, including behaviour that results in harm to individuals and/or property damage; and
- (h) practice social distancing, proper hand hygiene and follow any public health official guidelines concerning the use of Personal Protective Equipment (PPE) when required.

6.12 Where it is determined that a client is not fulfilling their responsibilities as per the Client Travel Agreement (Appendix A) and as described in section 6.11, a Director or another official designated by the Deputy Minister, will consider the following courses of action:

- (a) A client can be deemed ineligible for current and future escort duties;
- (b) A client can be billed for the costs associated with medical travel including missed appointments;
- (c) A client can be asked to make and pay for their own arrangement, including accommodations, meals and ground transportation; and/or
- (d) A client can be responsible for any damages resulting from abusive, violent or illegal behavior.

Exclusions and Exceptions

6.13 Medical travel arrangements and, in some cases, payments for accommodations, meals, ground transportation, client escorts and travel can also be determined in part or in whole by the terms and conditions of a client's insurance coverage under any of the following insurance programs:

- (a) Non-Insured Health Benefits Program;
- (b) Extended Health Benefits Program;
- (c) Workers' Safety and Compensation Commission;
- (d) Public Service Health Care Plan;

- (e) Government of Nunavut Employees Dental and Health Benefits Plan; and
- (f) Third-party insurance plans.

CLIENT ESCORTS

Client Escort Eligibility

6.14 An individual is eligible to serve as a client escort only where they meet all of the following criteria:

- (a) the individual is an adult or is a mature minor parent or guardian of the client;
- (b) if the client is an infant or child, the client escort is able to make medical decisions for the client, if necessary;
- (c) the individual agrees to and signs the Client and Escort Travel Agreement (Appendix B) and agrees to fulfill the responsibilities described in section 6.23;
- (d) the individual is able to stay with the client for up to four weeks before returning to their home community;
- (e) the individual agrees to participate in the client's treatment program and receive instructions on specific and essential home medical/nursing procedures that cannot be given to the client only;
- (f) the individual has fulfilled the responsibilities set-out in sections 6.11 and 6.23 and those described in the Client Travel Agreement (Appendix A) and the Client and Escort Travel Agreement (Appendix B) during any past medical travel; and
- (g) if the client is unilingual speaking in Inuktitut, the individual may be required to speak both Inuktitut and English for the provision of services not related practitioner-patient communication.

Client Escort Benefits

6.15 Medical travel benefits provided to client escorts include transportation to and from the nearest approved centre through:

- (a) scheduled aircraft at economy airfare;
- (b) charter aircraft when it is a reasonable and cost-effective alternative to scheduled travel; and
- (c) ground transportation when required to transfer a client from one approved centre to another.

Client Escort Approval Process

6.16 A Nunavut practitioner must request a client escort in writing, and ensure the following information is included in the request:

- (a) reason or explanation for why the client escort is needed; and
- (b) an indication of support, or not, from the Nunavut practitioner, including an explanation as to why the request is being supported or not.

- 6.17 Nunavut practitioners must submit client escort requests to the Director, or another official designated by the Deputy Minister, for approval.
- 6.18 The Director, or another official designated by the Deputy Minister; will notify the health centre of any decision concerning the client escort request. Either the Nunavut practitioner or travel clerk will notify the client or guardian of any decision concerning the client escort request.
- 6.19 A client escort may be approved for a portion of, or the entire duration of a client's medical travel.
- 6.20 Despite provisions 6.16-6.19, a Nunavut practitioner can approve a request for a client escort where the request concerns a parent or guardian serving as a client escort for an infant or child and the client escort meets the qualification criteria for client escorts in section 6.14.
- 6.21 If the request is for a second client escort, the written request will be reviewed by the Director or another official designated by the Deputy Minister and forwarded to the Assistant Deputy Minister – Operations for approval. A second client escort may be provided in rare situations, when it is deemed necessary by a Nunavut practitioner.

Client Escort Responsibilities

- 6.22 Client escorts must sign the Escort Travel Agreement in Appendix B before travel will be arranged.
- 6.23 While accompanying a client on medical travel for health services, client escorts are responsible for the following:
- (a) checking in for all flights except when prevented for medical reasons or because of circumstances outside the client escort's control;
 - (b) abiding by the rules of the boarding home or hotel facility;
 - (c) refraining from abusing and being intoxicated by alcohol, cannabis, illegal drugs; there is zero tolerance for intoxication and illegal drug use;
 - (d) refraining from engaging in abusive verbal and/or physical behaviour, violent behaviour or illegal behaviour, including behaviour that results in harm to individuals and/or property damage;
 - (e) treating the client, fellow travelers, health-care workers, boarding home and hotel staff and airline staff with respect;
 - (f) staying with the client at all reasonable times, including sharing accommodations and attending all appointments;
 - (g) if the client is in a hospital, being available to assist the client with their needs;
 - (h) where an escort has been approved on the basis of providing interpretation support for the provision of services not related to practitioner-client communication, The client escort may be asked to

demonstrate basic language ability in both the client's language and that of English;

- (i) staying with the client for up to four weeks consecutively;
- (j) being aware of the client's condition and medications; and
- (k) practice social distancing, proper hand hygiene and follow any public health official guidelines concerning the use of Personal Protective Equipment (PPE) when required.

6.24 Where it is determined that a client escort is not fulfilling their responsibilities as per the Client Escort Travel Agreement (Appendix B) and as described in section 6.23, a Director or another official designated by the Deputy Minister will consider the following courses of action:

- (a) A client escort can be deemed ineligible for current and future escort duties;
- (b) A client escort can be billed for the costs associated with medical travel including missed appointments;
- (c) A client escort can be asked to make and pay for their own arrangement, including accommodations, meals and ground transportation; and/or
- (d) A client escort can be responsible for any damages resulting from abusive, violent or illegal behavior.

Escort Switching

6.25 After four weeks of performing continuous client escort duties, a client escort may submit a request to the Director or another official designated by the Deputy Minister, to travel home, and a new client escort may be authorized.

6.26 A client escort may submit an appeal to the appointed medical travel appeals reviewers to request travel back home before four weeks of continuous client escort duties have passed.

6.27 If a client escort is unable to fulfill their duties before the client's medical travel is completed, a substitute client escort may be identified with the client and authorized for medical travel.

MEDICAL ESCORTS

Medical Escort Eligibility Criteria

6.28 A medical escort will be provided based on the clinical determination of a Nunavut practitioner.

Medical Escort Benefits

6.29 Medical travel benefits provided to medical escorts include the following:

- (a) medical travel transportation to and from the nearest approved centre through:
 - i. scheduled aircraft at economy airfare;
 - ii. charter aircraft when it is a reasonable and cost-effective alternative to scheduled travel;

- iii. ground transportation when required to transfer a client from one approved centre to another;
 - iv. medevac when needed to access emergency or specialized care; and
 - v. the cost of travel to get a client who becomes seriously ill or badly injured on the land to the nearest approved centre (subject to provisions in the Memorandum of Understanding between Health and the Department of Community and Government Services).
- (b) accommodation and meals at Government of Nunavut rates at approved commercial accommodation in accordance with the Government of Nunavut's Financial Administration Manual; and
 - (c) transportation as required between residence, approved centres, accommodation and airports.

ELECTIVE INFANT TRAVEL

Elective Infant Travel Eligibility

6.30 When it does not pose a risk to the infant's health, and subject to sections 6.31 to 6.33, an infant may accompany a parent or guardian when on medical travel, including when the client is travelling on confinement and is the parent or guardian of the infant.

- (a) A parent or guardian who is travelling as a client escort for a child, may have their infant accompany them while on medical travel.
- (b) Child care, while the client and client escort are attending the appointment is the responsibility of the parent or guardian

Approval Process for Elective Infant Travel

6.31 Infant travel requests must be submitted by a Nunavut practitioner to the Director, or another official designated by the Deputy Minister, for approval.

- (a) Requests for infant travel will not be approved where it is reasonable to expect that the infant will reach the age of two during the medical trip

6.32 An infant travel request must be submitted in writing and include the following information:

- (a) confirmation that childcare has been arranged for the infant during the clients appointments if necessary; and
- (b) confirmation from the Nunavut practitioner that the medical treatment for the client will not pose a health risk to the infant.

6.33 The Director, or another official designated by the Deputy Minister, will notify the client or guardian of any decision concerning the infant travel request.

RETURN OF DECEASED

6.34 If a client, client escort or medical escort dies while on approved travel, the following benefits will be provided:

- (a) preparation of the body to meet minimum airline regulations; and
- (b) transportation of the body to the Nunavut community of residence in the most economical way and in the most economical casket that meets airline standards.
 - i. At the request of the family and with prior approval from a Director, the body can be returned to a community other than where the deceased last resided as long as there is no extra cost to Health.

6.35 The family or estate of the deceased may choose to pay for preparation and transportation expenses for the body beyond the benefits provided in Sections 6.34 (a) and (b) above.

APPEALS

6.36 A client or guardian, and a client escort have the right to appeal a decision regarding medical travel and must make the appeal in writing by completing the approved appeal request form as found in Appendix C.

- (a) The appeal request form contains the contact information where appeal requests must be sent in order to be considered.

6.37 In completing the required appeal request form, the client, or guardian, or client escort must include the following information:

- (a) the reason or condition for which the medical travel benefit was requested;
- (b) the reason a client escort was requested, if applicable;
- (c) the name(s) of the Nunavut practitioner(s) or departmental staff who were involved in making the decision regarding medical travel;
- (d) the client's Nunavut health-care card number; and
- (e) the reason (i.e., the grounds on which) an appeal is being submitted.

6.38 A medical travel appeals reviewer will review the appeal with 5 business days to ensure it contains sufficient information to consider the appeal; then make a decision and provide the client or guardian with the decision in writing within 10 business days if the decision is required for pending medical travel; or within 30 days if the medical travel has already occurred.

- (a) When providing the client or guardian with a written decision, the medical travel appeals reviewer will specify the reasons in support of their decision.

6.39 A client or guardian, and client escort have the right to appeal a decision of a medical travel appeals reviewer regarding medical travel and must make the appeal in writing to the Deputy Minister. The decision of the Deputy Minister is final, there is no further level of appeal.

6.40 Second client escort decisions are not subject to appeal.

7.0 ACCOUNTABILITY

7.1 Health will submit an annual report on the administration of this Policy to the Minister.

8.0 FINANCIAL RESOURCES

8.1 Financial resources required under this Policy are conditional on approval by the Legislative Assembly and on the availability of funds in the appropriate budget.

9.0 PEROGATIVE OF CABINET

9.1 Nothing in this policy shall in any way be construed to limit the prerogative of the Executive Council to make decisions or take actions respecting non-insured benefits outside the provisions of this Policy.

10.0 SUNSET CLAUSE

10.1 This Policy shall sunset on March 31, 2024.

11.0 CONTACT

Medical Travel Office
P.O. Box 1000, Stn 1037
Iqaluit, NU X0A 0H0
Toll Free Line 1-866-371-3305
Phone 1-867-975-5759
Fax 1-867-975-5964



Department of Health
Client Travel Agreement

This agreement must be signed prior to receiving travel arrangements

Client Responsibilities

- You must attend all appointments that are scheduled for you and you must arrive on time for all of your appointments.
- You must provide reasonable advance notice to the health centre if you become unable to attend a confirmed appointment except when prevented for medical reasons or because of circumstances outside your control.
- You must follow all prescribed instructions given by your doctors or nurses. Example: fasting or taking specific medication prior to medical tests.
- You must check-in at the airport at least one hour before the departure of your flight. You must be at the departure gate at least 30 minutes prior to boarding. You cannot miss your flight for a non-medical reason that is within your control.
- You are expected to abide by the rules of the boarding home or hotel facility.
- You are expected to refrain from abusing and being intoxicated by alcohol, cannabis, illegal drugs, or engaging in abusive verbal and/or physical behaviour, violent behaviour or illegal behaviour, including behaviour that results in harm to individuals and/or property damage; there is **zero tolerance** for intoxication, illegal drug use, and illegal or abusive behaviour.
- You must travel with your valid Nunavut Health Care Card and valid government-issued photo identification.
- Excess baggage fees are your responsibility.
- Any costs associated with unauthorized companions (not approved under the Medical Travel Policy) are your responsibility.
- You must treat fellow travelers including (an) escort(s), health-care workers, boarding home and hotel staff and airline staff with respect. Clients who are abusive (verbally or physically) to others may be asked to make and pay for their own travel arrangements, or be invoiced by the Department of Health for some or all of the costs associated with the medical travel trip.

- You must practice social distancing, proper hand hygiene and follow any public health official guidelines concerning the use of Personal Protective Equipment (PPE) when required.

Agreement

1. I understand and agree to my responsibilities as outlined above.

Client's Initials _____

2. I understand that if I do not fulfill all of my client responsibilities, I may be responsible for making and paying for my own travel arrangements including accommodations, meals and ground transportation, or the Department of Health may invoice me for some or all of the actual costs of this medical travel trip.

Client's Initials _____

3. I understand that if I do not fulfill all of the client responsibilities and I miss a flight for reasons that are within my control, I may be responsible to re-book and pay for my own travel arrangements or be invoiced by the Department of Health for any additional flight or other costs that may result from missing my flight where the Department of Health has paid for the additional flight.

Client's Initials _____

4. I understand that if I do not attend an appointment without providing reasonable advance notice except when prevented for medical reasons or because of circumstances outside my control, that I may be responsible for any fees associated with the missed appointment.

Client's Initials _____

5. I understand that I may be invoiced for any damages resulting from abusive, violent or illegal behaviour.

Client Initials _____

6. The Medical Travel Policy and travel procedures have been explained to me and I have been provided with contact information if I require assistance while traveling.

Client's Initials _____

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A copy of this form must accompany the client and a copy is to be placed in their file.



Department of Health
Client Escort Travel Agreement

This agreement must be signed prior to receiving travel arrangements

Client Escort Responsibilities

- You must be 19 years of age or the guardian of the client or a mature minor parent or guardian of the client.
- You must check-in at the airport at least one hour before the departure of your flight. You must be at the departure gate at least 30 minutes prior to boarding. You cannot miss your flight for a non-medical reason that is within your control.
- You must travel with your valid Nunavut Health Care Card and valid government-issued photo identification.
- You are expected to abide by the rules of the boarding home or hotel facility.
- You are expected to refrain from abusing and being intoxicated by alcohol, cannabis, illegal drugs, or engaging in abusive verbal and/or physical behaviour, violent behaviour or illegal behaviour, including behaviour that results in harm to individuals and/or property damage; there is **zero tolerance** for intoxication, illegal drug use, and illegal or abusive behaviour.
- You must stay with the client at all reasonable times, including sharing accommodations and attending all appointments. You must arrive on time for all appointments. If your client is in a hospital, you must be available to assist your client with their needs.
- If your client is unilingual, you may be required to provide interpretation services between the client's language and English for the provision of services not related to practitioner-client communication. You will be asked to demonstrate basic language ability in both the client's language and English to the person presenting this agreement.
- You must be able to stay with the client for up to four (4) weeks.
- You must be able to understand the client's condition and medications and be able to provide assistance as needed.
- Any costs associated with unauthorized companions (not approved under the Medical Travel Policy) are your responsibility.
- You must treat the client, fellow travelers, health-care workers, boarding home and hotel staff and airline staff with respect. Client escorts who are abusive

(verbally or physically) to others may be asked to make and pay for their own travel arrangements or be invoiced by the Department of Health for some or all of the costs associated with the medical travel trip.

- You must practice social distancing, proper hand hygiene and follow any public health official guidelines concerning the use of Personal Protective Equipment (PPE) when required.

Agreement

1. I understand and agree to my responsibilities as outlined above.

Escort's Initials _____

2. I understand that if I do not fulfill all of my client escort responsibilities, I may be responsible for making and paying for my own travel arrangements including accommodations, meals and ground transportation, or the Department of Health may invoice me for some or all of the actual costs of this medical travel trip and I may be deemed ineligible to perform escort duties in the future.

Escort's Initials _____

3. I understand that if I do not fulfill all of the client responsibilities and I miss a flight for reasons that are within my control, I may be responsible to re-book and pay for my own travel arrangements or be invoiced by the Department of Health for any additional flight or other costs that may result from missing my flight where the Department of Health has paid for the additional flight.

Escort's Initials _____

4. I understand that I may be invoiced for any damages resulting from abusive, violent or illegal behaviour.

Escort's Initials _____

5. The Medical Travel Policy and travel procedures have been explained to me and I have been provided with contact information if I require assistance while traveling. **Escort's Initials** _____

Escort Signature

Print Name

Date

GN Health Representative Signature

Print Name

Date

A copy of this form must accompany the escort and a copy is to be placed in their file.



**DEPARTMENT OF HEALTH
Medical Travel Policy - Appendix C**

**Department of Health
Appeal Request Form**

Information from Client, Guardian or Client Escort who was denied a travel benefit or want to request exceptional benefits:

Client Name: _____ Date of Birth: _____
HCP Number: _____ Community & Phone #: _____
Date of this Request: _____ Appointment Date[s]: _____
Date the Appointment was Booked: _____
Reason given for denial: _____

Name of individual/office that denied the claim, if known: _____

This appeal must include the reason or condition for which the benefit was requested.

This is to notify the Department of Health of my intention to appeal a decision made with respect to the benefits associated with travel for the purpose of receiving a health service. I am appealing the decision for the following reason(s):

Attach additional pages, if necessary.

Signature of Client, Guardian, or Client Escort

Contact Number

Email completed appeals to: medicaltravelappeals@gov.nu.ca

To be completed by Medical Travel Appeals Reviewer:
Reason for decision:

<input type="checkbox"/> Approved	<input type="checkbox"/> Denied
_____	Signature
_____	Date

In the event that this appeal is denied, a supplementary appeal may be submitted to the Deputy Minister of Health.