

# Client Code of Conduct

As a patient on medical travel, the following rules are very important to ensuring that you receive the medical help and support you need.

Please remember, your travel is paid for by the Department of Health and as such, this privilege comes with the expectation that you will obey the following rules:

- ✓ You must carry your Nunavut Health Care Card with you at all times.
- ✓ You must have government issued photo identification for the airlines.
- ✓ You must go to ALL appointments and make sure you are always on time.
- ✓ You must follow test instructions given to you by doctors or nurses. If you are told not to eat after 8 p.m., you must not eat after 8 p.m. or you will ruin your test.
- ✓ You must not miss your scheduled flights. Do not attempt to board the plane with any unauthorized infants (under 2 years old).
- ✓ You must know about your condition and any prescription drugs you are taking.
- ✓ You must treat people with respect including Government of Nunavut staff, airline workers, boarding home staff and guests, and hospital staff and guests.
- ✓ You must obey the rules of the boarding homes, hospitals and airlines.
- ✓ You must not take any non-prescription or illegal drugs, or drink any alcohol while traveling or while at the boarding home or hospital.
- ✓ If you break the rules of the boarding home and are banned, you will have to find and pay for your own accommodations.
- ✓ Do not offer to travel with packages or boxes from anyone unless you know what is in the box. You are responsible if the package contains anything illegal.

The Department of Health has committed to pay for your travel as a patient, however, failure to follow these rules means that you may be invoiced for your airfare, accommodations, and meals.

