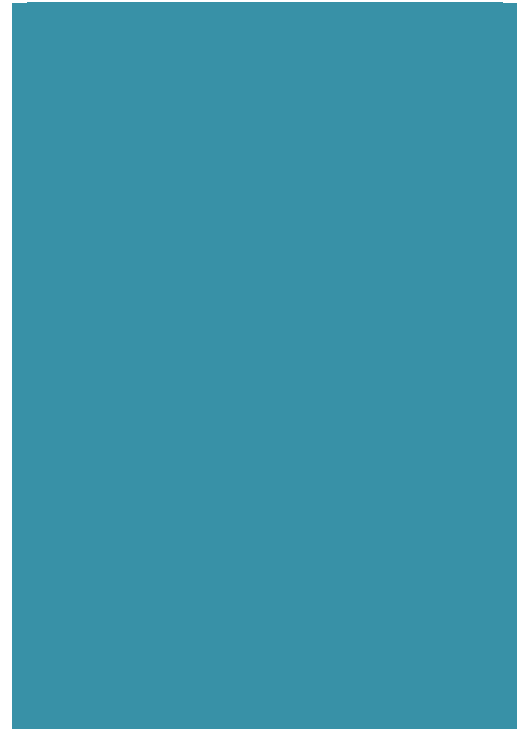




WEENEEBAYKO AREA HEALTH AUTHORITY



MAY 2017

V5.1

Non-Insured Health Benefits Program

PURPOSE

The purpose of this document is to explain the rights and responsibilities of individuals from the Weeneebayko region that utilize the Non-Insured Health Benefits (NIHB) Program for Medical Travel.

While this document emphasizes and acknowledges the right for every eligible patient to access medical travel, it also recognizes the need for the patient to accept certain responsibilities that are assumed in having these rights. We encourage all patients to be full partners in their health care.

NIHB MEDICAL TRANSPORTATION POLICY FRAMEWORK

The NIHB Medical Transportation Policy Framework defines the policies and benefits under which the NIHB Program will assist eligible registered First Nations and recognized Inuit (clients) with access to medically necessary health services not provided on the reserve or in the community of residence.

ELIGIBILITY

To be eligible to receive medical transportation benefits under the NIHB Program, a person must be:

- A registered Indian according to the Indian Act; or
- An Inuk recognized by one of the Inuit Land Claim organizations – Nunavut Tunngavik Incorporated, Inuvialuit Regional Corporation, Makivik Corporation or Labrador Inuit Association. For Inuit residing outside of their land claim settlement area, a letter of recognition from one of the Inuit claim organizations and a long form birth certificate are required; or
- An infant, of an eligible parent, up to one year of age; and
- Currently registered or eligible for registration, under a provincial or territorial health insurance plan.



Weeneebayko General Hospital

FOR MORE INFORMATION

If you require further information regarding the NIHB Program, please visit the Health Canada's website at: www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/index-eng.php

For information regarding **Eligibility** call 1-800-567-9604

TTY: 1-866-553-0554

Or visit the INAC Registration website at:

<https://www.aandc-aandc.gc.ca/eng/1100100032472/1100100032473>



Weeneebayko Area Health Authority
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Patient Rights

Notification

Patients have the right to receive appointment notifications in a timely fashion so that they are able to make all necessary arrangements to attend the appointment.

Patients have the right to receive appropriate notification when travel arrangements are cancelled or rescheduled by the medical transportation program.

Appeals

Patients have the right to appeal declined decisions for medical travel through one of the identified processes.

FOR MORE INFORMATION

If you require further information regarding the Appeal process, please visit the Appeals website: <https://www.canada.ca/en/health-canada/services/non-insured-health-benefits-first-nations-inuit/appealing-decision-under-non-insured-health-benefits.html>

Level One Appeal

Ontario Region First Nations & Inuit Health Branch, Non-Insured Health Benefits (NIHB) Senior Manager, Program Delivery.

Level Two Appeal

If the client does not agree with the Level 1 Appeal decision and wishes to proceed further, the second level of appeal is the Ontario Region First Nations & Inuit Health Branch, Regional Executive.

Level Three Appeal

If the appeal is denied at Level 2 and the client does not agree with the decision, they may take their request to the final appeal level. The third and final level of appeal is the First Nations & Inuit Health Branch Director General.

Complaints

A patient has the right to receive a response from a complaint that was filed verbally or in written format.

Non-Medical Escorts

All patients under the age of 18 qualify for a non-medical escort. Patients 18 years of age and older qualify for an escort when there is a legal or medical requirement that results in the client being unable to travel alone, such as:

- Patient is undergoing a medical procedure or has a medical condition that results in the clients requiring assistance during the trip (e.g. outpatient procedure under general anesthetic);
- Patient requires assistance with alternative legal consent/decision making;
- Patient requires assistance with activities of daily living;
- Patient requires translation support (i.e. health services at the referred location are not available in the patients spoken language);
- Patient requires assistance receiving instruction regarding essential home medical/nursing procedures that cannot be given to the client only;
- Patient is a pregnant woman whose trip is for the purpose of childbirth (including being closer to care while awaiting childbirth);
- Requests for more than one escort will be reviewed on a case by case basis and may require additional supporting information.

When a patient requires a Non-Medical Escort, the community health professional must complete the Escort Request portion of Medical Transportation & Specialist Referral Form, including the escort's name.

Professional Staff and Conduct

Patients have the right to access safe and reliable transportation to attend pre-approved medical appointments such as:

- Appointments covered by the Ontario Health Insurance Plan (OHIP);
- NIHB approved vision, dental and mental health appointments;
- Travel to interval/safe houses.

Patients have the right to access staff who display a professional attitude at all times.

Accountability

Any patient incidents that occur while on approved medical travel will be reported to the WAHA NIHB program and if necessary will be followed-up on by program staff.

Medical Travel within the WAHA territory

A patient can expect that a program staff member will meet them at the Moosonee Airport when they first arrive.

A patient can expect that a program staff member will transport them to their accommodations if required.

A patient can expect that a program staff member will transport them to their medical appointment(s).

A patient can expect that a program staff member will transport them back to the Moosonee Airport upon conclusion of their appointment.

A patient can expect access to Cree translation services when requested.

Medical Travel outside of the WAHA territory

A patient can expect that a program staff member will meet them at the Timmins or Kingston Airport when they first arrive.

A patient can expect that a program staff member will transport them to their accommodations in Timmins or Kingston if required.

A patient can expect that a program staff member will transport them to their medical appointment(s) in Timmins or Kingston.

A patient can expect that a program staff member will transport them back to the Timmins or Kingston Airport upon conclusion of their appointment.

A patient can expect the services of a Cree translator in Kingston and Timmins if required.

Confidentiality and Privacy of information

A patient can expect that their personal information will remain confidential and will only be used for the purpose it was gathered for.

Patient Responsibilities

Documentation

Patients are responsible for providing and maintaining a valid Ontario Hospital Insurance Plan number (OHIP).

Patients are responsible for providing and maintaining a valid Indian Status number (Note: the expiry date on the Status Card does not affect coverage for NIHBs).

Parents or care providers are responsible for ensuring that children and/or adults in their care obtain and maintain a valid OHIP number.

Parents or care providers are responsible for ensuring that children and/or adults in their care obtain and maintain a valid Indian Status number.

Patients are responsible for providing accurate personal health information to health care providers.

Information

Patients are responsible for reading all materials provided by Ininew Patient Services Kingston and WAHA NIHB (Moosonee) regarding their appointment and medical travel.

Appointments

Patients are responsible for attending all scheduled medical appointments.

Patients are responsible for informing their health care providers and Ininew Patient Services in Kingston (1-844-356-1178) when they are unable to attend medical appointments due to unforeseen circumstances. Patients are responsible for providing this notification to providers and WAHA NIHB (Moosonee) staff before the scheduled trip.

Patients are responsible for having the confirmation of attendance form signed by the relevant health care provider. A copy of the confirmation of attendance form needs to be given to the NIHB Program.

Failure to attend out of WAHA zone scheduled appointments may result in the patient having to cover expenses for their next scheduled medical trip out.

Patients are responsible for respecting and attending scheduled appointments on time.

Medical Travel Out of Zone

Patients are responsible for payment of all personal expenses that are not part of eligible medical transportation. Examples: personal calls and in-room movies.

Patients are responsible for ensuring baggage weight restrictions (25lbs or less) for all flights are strictly adhered to. Baggage in excess of weight restrictions may result in a potential charge.

Patients are responsible for arriving at the airport one hour before departure time.

Patients are responsible for packing their own food for flights. A light snack may be provided on the flight however meals are not provided.

Patients are responsible for making all personal arrangements at home, for instance, arranging child or adult day care services and notifying their place of employment.

Complaints

Patients are responsible for reporting any mistreatment or complaints to the program as soon as possible for follow-up.

Appeals

Patients are encouraged to utilize the appeals process as identified in the NIHB Medical Transportation Policy Framework if they disagree with the outcome of a medical transportation decision.

Respect

Patients are responsible for treating NIHB staff in a considerate and respectful manner.

Patients are responsible for respecting the rights of others who may be on the same scheduled medical travel.

Confidentiality and Privacy of information

A patient understands that their personal information will remain confidential and will only be used for the purpose it was gathered for.

IMPORTANT PHONE NUMBERS

Appointments

Ininew Patient Services
Kingston
Toll Free: 1-844-356-1178
Direct Dial: 1-613-549-2684
Hospital: 1-613-544-3400 Ext 3074 or 3086
Fax: 1-613-544-1698

Medical Transportation

Non-Insured Health Benefits
Moosonee
1-855-336-2947

Weeneebayko Area Health Authority

Moose Factory
1-705-658-4544

Hostel Boreal

Moosonee
1-705-336-1160

Kapashewekamik Hostel

Timmins
1-705-264-4661

Northern Ontario NIHB Navigator

Chiefs of Ontario
Emily King
Mobile: 416-573-7611
Fax: 416-597-8365
TO Office: 1-877-517-6527
Email: Emily.King@coo.org
Website: www.chiefs-of-ontario.org

Ontario Region NIHB Client Line

1-800-640-0642

