

## Check List

- ✓ Get information about your appointments from your doctor or nurse, including dates and times.
- ✓ Get any documents you might need from your doctor or nurse (x-rays or other documents).
- ✓ Read and sign your travel agreement.
- ✓ Make sure any escorts, children or family members you want to take with you have been approved for travel. Talk to your doctor or nurse. If you are approved to take an escort with you, a doctor or nurse will help you choose the best person.
- ✓ Make sure your escort knows about your condition.
- ✓ Arrange to have enough money so you can buy meals, snacks, personal care items or over-the-counter drugs, or pay for any excess baggage charges while you are traveling.
- ✓ It is recommended you take a month's supply of any prescription medication you are using.
- ✓ If you are not staying at a boarding home, give the name, address, and contact information of where you will be staying to your family and the travel clerk at the health centre.
- ✓ If you are not staying at a boarding home be sure to have enough money to pay up front for your meals and accommodations.

## To-Do List

### Things to take:

- ✓ Nunavut Health Card
- ✓ Government issued photo identification (passport, driver's license, or Government of Nunavut General Identification Card).
- ✓ If you don't have photo identification, you will need two pieces of valid non-photo identification.
- ✓ Any medical records needed for your appointment.
- ✓ Travel itinerary and appointment card.
- ✓ Personal items (clothes, toothbrush, toothpaste, shampoo, soap, etc).
- ✓ Money for accommodations, taxis, meals and incidentals if not staying at the boarding home.
- ✓ Prescription medication.

### Things not to take:

- ✗ Alcohol
- ✗ Illegal drugs, or prescription drugs that aren't yours.
- ✗ Pets
- ✗ Weapons or tools like carving knives.
- ✗ Unknown bags or packages.

## Contact Information

### Medical Travel Office

(Missed flights • Missed appointments • Getting home)

- Baffin Region  
1-866-371-3305
- Kivalliq Region  
1-867-645-4336
- Kitikmeot Region  
1-867-983-5196

### Boarding Homes

- Churchill - Iglualuk Boarding Home  
1-204 675-2270
- Iqaluit - Tammattaavik Boarding Home  
1-867-979-5900
- Winnipeg - Kivalliq Inuit Centre  
1-204-944-7110
- Edmonton - Larga House  
1-780-477-6284
- Ottawa - Larga House Baffin  
1-613-248-3552
- Yellowknife - Larga Kitikmeot Boarding Home  
1-867-766-3410

### Airlines

- Calm Air  
1-800-839-2256
- First Air  
1-800-267-1247
- Canadian North  
1-800-661-1505



# Medical Travel

## Frequently Asked Questions

The following information is not intended as a substitute to the Medical Travel Policy or associated guidelines. The Medical Travel Policy and associated guidelines are available on the Department of Health's official web site [www.health.gov.nu.ca](http://www.health.gov.nu.ca).

### Why do we have medical travel?

The Canada Health Act states that all citizens should have equal access to health care. In Nunavut, access to health care services that are not available in the home communities involves travel by air. The Department of Health provides travel benefits to eligible clients who must travel in order to access necessary health services.

### Who does the medical travel policy apply to?

The medical travel policy applies to all residents of Nunavut with a valid Nunavut health care card and a referral from a Nunavut practitioner.

### What is an Approved Centre?

An 'Approved Centre' means a hospital, clinic, birthing centre, regional health facility or rehabilitation centre approved by the Government of Nunavut's Department of Health for the provision of health services that are not available in a client's home community. The Approved Centre will be the nearest centre where the services required by the client are available. For example, if a Baffin client requires a procedure that is available in Ottawa, Winnipeg or Edmonton, the nearest centre will be Ottawa.

### When does my approved travel start?

Approved travel will begin on the flight immediately prior to your appointment. Once cleared to return home, you will be returned to your originating community through the most economical transportation mode available immediately after your final appointment.

### Who can request a client escort?

It is the responsibility of the client or their guardian to initiate a request for a client escort. The Nunavut Practitioner will state his or her support or the reason why he/she does not support your request. The request will be approved by the regional Department of Health office. A client escort may or may not be approved for the full duration of the client's stay.

### Who can be a client escort?

The client escort must be an adult age 19 or older. A Nunavut practitioner in consultation with the client or guardian recommends a client escort. The client escort must agree to, and sign, the client and escort travel agreement. For longer treatment requirements a client escort must be able to stay with the client for a minimum of four weeks before returning to his or her home community. After a four week period, a client escort may submit a request to a Director to travel home and a new client escort may be authorized.

A client escort cannot bring an infant. Client escorts with a history of not following the standards in the client travel agreement may not be selected as client escorts in the future.

### Appeals?

A client or guardian has 60 days from the receipt of a denial decision to submit a completed appeal request form. The applicable Regional Director or designate will review the appeal, make a decision and advise the client or guardian within 10 business days of receiving the appeal. The decision is final and there are no further levels of appeal.



# Medical Travel