

**TEMAGAMI FIRST NATION**

Bear Island, Lake Temagami, Ontario P0H 1C0

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## **Medical Transportation Policy**

### **ELIGIBILITY REQUIREMENTS**

1. Status members living on Reserve and in the town of Temagami.

**\*\*Services will be on a first come first serve basis**

### **SERVICES:**

1. Provide transportation to and from medical appointments including:

- General practitioners
- Specialists
- Therapy (as referred by a general practitioner or specialist)
- Dental surgery
- Eye specialist
- Prescription drugs will be picked up on a regularly scheduled trip
- Optometrist
- Dentist
- Bloodwork

2. Regular daily scheduled trips are as follows:

<b>Monday</b>	<b>Bear Island, Temagami (pick up) to North Bay &amp; return</b>
<b>Tuesday</b>	<b>Bear Island, Temagami (pick up) to Haileybury and/or New Liskeard and return</b>
<b>Wednesday</b>	<b>Bear Island, Temagami (pick up) to North Bay &amp; return</b>
<b>Thursday</b>	<b>Bear Island, Temagami (pick up) to Haileybury and/or New Liskeard and return</b>
<b>Friday</b>	<b>Bear Island, Temagami (pick up) to North Bay and return</b>

If there are no medical trips scheduled to the regular daily destination, a request for a trip to another destination shall be permitted. (ie. No medical trips to North Bay on Monday and then the request for a medical trip to New Liskeard shall be permitted).

3. Emergency situation – an ambulance will be called  
Program Support Clerk will coordinate return trips if necessary.
4. During winter freeze up and spring break up period the medical transportation service may cease due to unsafe travel conditions. ( Medical transportation services will be provided for any community member(s) who is a status Indian on Bear Island and Temagami.) For the elderly located in Temagami there is also the Temagami Home Support program.) The Doreen Potts Health Centre will not provide funds for those patients who hire an independent driver for their medical trip.

## **OBJECTIVE:**

1. To develop and implement a medical transportation service/program responsive to the community's needs.
2. To generate a full time, high quality employment opportunity.
3. To operate this transportation system under policies governed by Chief and Council of the Temagami First Nation.

## **TRANSPORTATION SERVICE**

The Temagami First Nation has a (6)-passenger vehicle equipped with a first aid kit, fire extinguisher, and a baby/child safety car seat.

The Temagami First Nation has hired one (1) full-time qualified driver, plus (4) alternate drivers.

Service delivery – The vehicle shall offer scheduled runs as explained on page 1.

## **OPERATING POLICIES/PROCEDURES**

1. Patients requesting medical transportation services are encouraged to make their own appointments. The Program Support Clerk is available to make appointments. Follow-up appointments made by the doctor during an appointment **must** be reported to the Program Support Clerk as soon as possible.
2. Patients shall inform the Program Support Clerk at least 24 hours of their appointment date and will call the office by 4:00 p.m. the afternoon preceding the appointment to confirm the appointment date and departure time. Failure to call or show up for departure time will result in suspension of services for a period of three months. Exceptions will **not** be made for those without telephones.

3. The Program Support Clerk must be informed of appointments that have been cancelled or need to be cancelled at least 24 hours before the scheduled appointment time. If adequate time is not given it will be the responsibility of the client to inform his/her Doctor.
4. Personal use of medical transportation is prohibited.
5. The medical transportation vehicle shall be utilized for medical purposes only. Therefore, hitch hiking to and from destinations is not permitted.
6. At no time shall the maximum passenger load of the vehicle be surpassed.
7. Patients shall be picked up at the location given by the Program Support Clerk **and be ready for departure.** Temagami clients pick-up and drop off is the Ronnoco House, other pick-up and drop offs is at the discretion of the Program Support Clerk. The driver shall wait no more than (5) minutes past the pick-up time agreed to. If by this time no one seems to be coming, the driver shall leave and continue the run. The patient shall be responsible for their own transportation if they miss the vehicle. **The driver will not be responsible for doing multiple stops for personal business on the medical trips.**
8. Patients shall be picked up at a mutually agreed to location between the driver and the patient after the patients' appointment time is over. Should the patient(s) not be at the mutually agreed to location of pick up then the driver shall allow a (10) minute grace period. It is the responsibility of the patient to notify the driver in advance of the possibility of his/her running late or not being at the pick up location.
9. At no time shall alcohol, intoxicants, and/or non-prescription drugs be transported in the vehicle.

10. The driver shall refuse service to any person(s) found to be in possession of or under the influence of alcohol, intoxicants, and/or non-prescription drugs.
11. **Passengers are asked to refrain from wearing perfumes or cologne for the comfort of all who use the medical transportation.**
12. The vehicle driver is not responsible for looking after children while parents/guardians are seeing the doctor. Patients are responsible for making suitable child care arrangements.
13. Anyone under the age of sixteen (16) must be accompanied by an adult and/or guardian eighteen (18) years of age and older.
14. In special situations companions will be necessary when transporting patients. The companions will accompany the client to and from their appointment. **A companion may also be required when a Court Order has been ordered. Written documentation will be necessary and a copy forwarded to the Health Centre.** The Program Support Clerk will determine if this is a special situation.

Special situation defined as:

- Patients health warrants assistance
- Patient is elderly
- Patient is traveling in unseasonable weather conditions
- Patient requires translation
- **Court Order (in regards to travel) has been issued**  
Companions are considered:
- Family member or designate

15. Baby/child safety restraints shall be made available. All passengers must wear seatbelts and/or restraints at all times while the vehicle is in operation.

16. When traveling in medical transportation boat all passengers must wear regulation approved life jackets. Parents are responsible for ensuring their children have the proper life jacket on.
17. Smoking in the vehicle is **not** permitted under any circumstances.
18. Complaints should be made in writing and signed by the patient and forwarded to the Program Support Clerk.
19. In an emergency situation, an ambulance should be called.
20. This transportation policy shall be posted in the Band Office and available in the vehicle upon request.
21. All information pertaining to patients shall be held in the strictest confidence.
22. Since medical transportation services are a privilege, abuse of this service will not be tolerated. These services are not to be used for shopping purposes (groceries, alcohol, etc.) small carry on bags are acceptable. **Unnecessary shopping and errands will not be tolerated.**
23. There will be no special trips (medical) for the sole purpose of prescription pickups; however, arrangements can be made with the Program Support Clerk to pick up prescriptions on regular scheduled trips. (Extra prescription pick up in Temagami @ Petro Can on Friday trips only)
24. The Program Support Clerk will do her best to make appointments as close together as possible. If this is not possible, people who use these services must understand, and be aware, that there will sometimes be a waiting period between appointments and patients should be prepared to wait; if a person does not want to wait until the last appointment before the day is finished, it will be up to that

person to make arrangements and pay for their own transportation home at an earlier time.

**25. All passengers will disembark the vehicle only when the driver has given the okay that all areas are clear and safe.**

## **PROGRAM SUPPORT CLERK'S RESPONSIBILITIES**

1. The Program Support Clerk has the right to verify any appointment with the provider of service prior to providing medical transportation.
2. The Program Support Clerk shall maintain a desk calendar for the purpose of scheduling appointment. Patient's name, appointment time and doctor shall be recorded. Any approved companions shall also be recorded.
3. Written complaints will be dealt with in a timely manner. If necessary complaints will be forwarded to the Health Service Manager.
4. The Program Support Clerk shall be responsible for implementing and enforcing the transportation policies.

## **MEDICAL VEHICLE DRIVER'S RESPONSIBILITIES**

1. The driver shall consult with the Program Support Clerk and transfer information from the desk calendar into the driver's daily transportation log. The daily log shall record:
  - Patient's name
  - Appointment time, location and physician
  - Odometer reading, ie: start to finish
  - Equipment maintenance requirements performed and/or noticed
2. The driver is responsible for:

- \* • Ensuring that equipment is maintained in accordance with the manufacturer's guidelines and safety regulations;
  - Ensuring that all permits, licenses and insurance is kept up-to-date and valid;
  - Requesting purchase orders for all gas, oil, maintenance and other expenditures according to the band policy
  - Scheduling all maintenance appointments on a regular basis
3. The driver shall conduct himself/herself in a courteous and professional manner at all times. Any problems encountered should be reported to the Program Support Clerk
  4. The driver shall possess a valid driver's license appropriate for the transportation of patients. The driver shall possess a valid certificate in First Aid and CPR. It is the driver's responsibility to ensure that all certification and licensing be renewed and enforced at all times.
  5. The driver shall obey the rules of the road, speed limits and safety regulations. All fines, parking tickets, vehicle infractions shall be the sole responsibility of the driver. Excessive charges and/or license points may warrant termination of employment.
  6. The driver is responsible for ensuring that the vehicle's exterior and interior are clean.
  7. The driver shall assist the elderly, blind and disabled patients to and from the vehicle.
  8. The driver shall be responsible for implementing and enforcing the transportation policy.
  9. In the event an incident occurs with the vehicle, boat, snowmobile and/or ATV the driver will be responsible for completing an incident report within 24 hours of the incident. This report must be submitted to the Program Support Clerk and the Health Services Manager.





## **After/Hours Trip Policy**

Temagami First Nation will provide after/hours trips to clients accessing medical treatment after regular business hours (8:30-4:30) weekends and holidays. A list of identified drivers and contact numbers will be forwarded to Community.

### **Client Eligibility:**

To be eligible to receive after/hours medical transportation, a person must access the fee for service drivers and be:

- a registered First Nation member living on Reserve
- an infant up to one year old of an eligible parent

Children 16 and under must be accompanied by a parent

### **Fee for Service Driver and Vehicle:**

Temagami First Nation will access fee for service drivers and TFN owned vehicles with appropriate liability insurance coverage. All identified drivers will provide annual documentation regarding licensing and reference checks to the Doreen Potts Health Centre to be kept on file.

Driver will forward required documentation to health staff after each hospital visit.

## **PRIOR APPROVAL TRIPS**

**(Medical trips to urban areas...Toronto, Ottawa)**

**Also includes day trips to Sudbury**

The Medical Transportation Policy Framework for the Non-Insured Health Benefits Program assists clients to access medically required health services that cannot be obtained on the reserve or in the community of residence.

### **Client Eligibility:**

To access this program clients must be:

- a registered First Nation member
- clients residing on or near the First Nation community can make application at the local Health Centre
- for those who reside in an urban area, application can be made at the nearest Health Canada office or First Nation Health office

### **Client Responsibilities:**

- provide travel information to health staff which will include date, time, location, name of specialist and reason for trip as soon as a referral is made
- client is responsible for picking up the cheque from the Administration office or making arrangements for pick up
- return all required documentation from the trip to Health Centre in a timely manner

### **Health Staff Responsibilities**

- complete the prior-approval application which includes travel information and forward to Thunder Bay for approval
- once approval is obtained, complete the required documentation and forward to the Administration office for processing
- contact the client to inform them of the pick up date for their travel cheque
- forward to Thunder Bay the documentation for Temagami First Nation to be reimbursed once trip is completed

### **Day Trips to Sudbury:**

Clients can access the NIHB program through the Doreen Potts Health Centre for day trips to Sudbury. Clients will be paid at the FNIHB rate of 16.5 cents per km. for travel. Prior approval application to Thunder Bay must be completed and approved before payment is issued.

- Clients will forward a "Confirmation of Appointment" to the DPHC upon their return