



Medical Transportation Operation Procedures

(January 2026)

In accordance with the Non-Insured Health Benefits (NIHB) Program, First Nation and Inuit Health Branch, Health Canada Medical Transportation Policy Framework, and Temagami First Nation policies.

1. Purpose

The purpose of this document is to assist registered First Nation clients and their families in understanding the services provided by the Medical Transportation Program.

This document also outlines client responsibilities to promote a respectful, cooperative, and effective relationship between clients and the Medical Transportation Program.

2. Hours of Operation

Monday: North Bay and return

Tuesday: Temagami, New Liskeard and return

Wednesday: North Bay and return

Thursday: Temagami, New Liskeard and return

Friday: North Bay and return

3. General Operating Guidelines

3.1 If no medical trip is scheduled to the regular daily destination, alternate destinations within the catchment area may be considered.

3.2 In the event of a medical emergency, clients must call 911.

3.3 Services may be suspended during unsafe seasonal conditions as directed by Infrastructure.

3.4 Services are not available during Christmas closure or statutory/Band-recognized holidays.

4. Private Mileage

4.1 Purpose

4.1.1 Private mileage ensures members can attend medical appointments when program transportation is unavailable.

4.2 Eligibility Criteria

4.2.1 Appointments on non-travel days

4.2.2 Vehicle capacity reached

4.2.3 Other operational limitations

4.3 Required Process

4.3.1 Medical Transportation must be contacted first

4.3.2 Approval is required prior to travel

4.3.3 Confirmation of Appointment (COA) must be submitted

4.4 Reimbursement Rate

4.4.1 \$0.265 per kilometre

4.5 Standard Mileage Rates

4.5.1 North Bay – 210 km – \$55.65

4.5.2 Temagami – 60 km – \$15.90

4.5.3 New Liskeard – 170 km – \$45.05

5. Medical Transportation Services Covered by OHIP

Such as:

Addictions Treatment Center	Allergist	Anaesthesiology	Audiology
Cardiology	Cardiovascular/Thoracis	Chemotherapy	Childbirth
CT Scanning	Dentist	Dermatologist	Diabetic Testing
Dialysis-Urology	Dietician	Ear/Nose/Throat	Endocrinologist
Gastroenterologist	General Practitioner	Gerontology	Gynaecology
Infectious Diseases	Internal Medicine	Laboratory Medicine	Medical Geneticist
Mental Health	Midwifery	Nephrologist	Nuclear Medicine
Nurse Practitioner	Obstetrics	Occupational Therapy	Oncology

6. Protection of Personal Health Information

6.1 Information is collected strictly for program administration

Includes:

- Band Registration Number
 - Date of Birth
 - Appointment details
 - Health care provider information
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7. Confirmation of Appointment (COA)

7.1 Clients must complete and submit COA forms

Requirements include:

- Band Registration Number
 - Date of Birth
 - Submission to Driver after appointment
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8. Scheduling a Ride

8.1 Book at least 24 operating hours in advance between the hours of 8:30 am – 4:30 pm

Provide:

- Appointment date and time
 - Address
 - Provider name
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9. Pick-Up and Drop-Off Expectations

9.1 Clients must be ready on time

9.2 Transportation is only for scheduled medical appointments

9.3 No return trip once client leaves facility

9.4 Drivers may provide waiting locations

9.5 Clients are to Contact Driver when appointment is finished. Drivers will provide return pick-up times

10. Cancellations and No-Shows

Clients must notify as soon as possible
Cancelled spots will be reassigned

11. Safety Rules and Rider Responsibilities

- 11.1 Vehicles are scent-free for the comfort and safety of all passengers
 - 11.2 Drivers are not responsible for supervising or caring for children while parents or guardians attend medical appointments. Clients must arrange appropriate childcare
 - 11.3 Children under 16 must have an adult escort who is 18 years of age or older
 - 11.4 The Medical Transportation Program provides one (1) car seat and one (1) booster seat. Availability is limited
 - 11.5 Drivers have the right to refuse service to any client displaying intimidating, intoxicated, abusive or violent behavior
 - 11.6 Drivers are not escorts and cannot be relied upon in that role. Transportation will be refused if a medically required escort is not present at the time of pick-up
 - 11.7 When an escort is required, written confirmation must be provided by a physician or community health professional.
 - 11.8 Medical Transportation vehicles do not stop for shopping or personal errands
 - 11.9 Eating or bringing food into Medical Transportation Vehicles is not permitted, unless medically required (e.g. taking medication with food). Please respect clients with food allergies
 - 11.10 All safety equipment and devices must be used at all times during vehicle operation, including seatbelts, life jackets and snowmobile helmets
 - 11.11 Personal belongings are the client's responsibility. The Medical Transportation Program is not responsible for lost, damaged or stolen items
 - 11.12 Personal garbage must be removed at the end of each trip
 - 11.13 Temagami First Nation maintains a Zero Tolerance Policy. Abuse of any kind towards staff or clients will not be tolerated.
 - 11.14 Clients are responsible for phoning the Medical Transportation Clerk the day before appointment for their departure time.
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12. After-Hours / EFR Calls

12.1 Emergency Protocol

12.1.1 Call 911 immediately

12.2 Documentation Requirements

12.2.1 Medical note required within 3 business days

12.2.2 Failure may result in client responsibility for costs

12.3 Travel & Discharge

12.3.1 Contact clerk for return travel

12.3.2 Decisions based on safety and timing

13. After-Hours Contact Numbers

13.1 Medical Transportation Clerk: 705-237-8900 ext. 301

13.2 Office Coordinator: 705-237-8900 ext. 311

13.3 Health Services Lead: 705-237-8900 ext. 302

14. Prior Approval / Long-Distance Travel

14.1 Requirements

- 14.1.1 Submit notice 10 working days prior
- 14.1.2 Include appointment details and escort needs

14.2 NIHB Approval

- 14.2.1 Required for all long-distance travel

14.3 Travel Package

- 14.3.1 Meal, accommodation, mileage breakdown
- 14.3.2 COA form
- 14.3.3 Travel cheque (if applicable)

14.4 Post-Travel Requirements

- 14.4.1 COA form
- 14.4.2 Receipts (hotel, taxi, parking)

14.5 Non-Compliance

- 14.5.1 Repayment of costs
 - 14.5.2 Impact on future eligibility
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15. Dismissal of Services Due to Non-Compliance

15.1 Grounds

- 15.1.1 Failure to follow procedures
- 15.1.2 Repeated no-shows
- 15.1.3 Missing documentation
- 15.1.4 Unsafe behaviour
- 15.1.5 Misuse of services

15.2 Progressive Response

- 15.2.1 Warning
- 15.2.2 Suspension
- 15.2.3 Dismissal

15.3 Reinstatement

- 15.3.1 Documentation resolved
- 15.3.2 Compliance demonstrated
- 15.3.3 Administrative approval

15.4 Important Notes

- 15.4.1 Emergency care always available (call 911)
- 15.4.2 Clients in arrears may be responsible for costs

16. Final Statement

- 16.1 The Medical Transportation Program is committed to safe, respectful, and equitable service delivery.
- 16.2 Compliance ensures sustainability for all community members.
- 16.3 Questions can be directed to the Office Coordinator.

17. Appeals Process for Dismissal of Services Due to Non-Compliance

Appeals Process – Medical Transportation

If you disagree with a decision related to dismissal of Medical Transportation services due to non-compliance, you have the right to request a review.

Step 1: Submit Your Appeal

- Write a letter explaining your concern or situation
 - Include:
 - Your name
 - Appointment date (if applicable)
 - Details of your request
 - Reason for the appeal
 - Submit your letter to the **Office Coordinator**
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Step 2: If There Is a Conflict

If the Office Coordinator is involved in your case or there is a conflict of interest:

- Submit your appeal to the **Health Services Manager**
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Step 3: Further Escalation

If the Health Services Manager is also in a conflict of interest:

- Submit your appeal to the **Executive Director**
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Important Notes

- Appeals must be submitted **in writing**
 - Decisions will be reviewed fairly and respectfully
 - Additional information may be requested to support your appeal
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