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5.3.3	Administrative Guidelines	11
5.4	Air Ambulance (EVAQ)	12
5.4.1	Objective	12
5.4.2	Administrative Guidelines	12
6	Lodging Services for Short Stays	13
6.1	Lodging in a Transit Residence (Including Ullivik)	13
6.1.1	Objective	13
6.1.2	Eligibility Criteria	13
6.1.3	Administrative Procedures.....	13
6.1.4	Reimbursement of Expenses	13
6.2	Lodging at Friends, Family or Hotel.....	14
6.2.1	Objective	14
6.2.2	Eligibility Criteria	14
6.2.3	Administrative Procedures.....	14
6.2.4	Reimbursement of Expenses	14
7	Lodging Services Based on an Individual Care Plan (ICP).....	15
7.1.1	Objective	15
7.1.2	Eligibility Criteria	15
7.1.3	Administrative Procedures.....	15
7.1.4	Reimbursement of Expenses	16
8	Financial Support for Long-Term stay	16
8.1.1	Objective	16
8.1.2	Eligibility Criteria	16
8.1.3	Administrative Procedures.....	16
8.1.4	Reimbursement of Expenses	16
9	Travel Expenses for Family Members.....	16
10	User's Eligibility to Have an Escort	17
10.1	Objective	17
10.1.1	Escort for Users Under 18 Years of Age	18
10.1.2	Escort During an Air-Ambulance Evacuation (EVAQ)	18
11	Escort's Eligibility	19

11.1.1	Administrative Procedures.....	19
11.1.2	Reimbursement of Expenses.....	19
11.1.3	Responsibility for Payment.....	19
12	Application of the Policy	20
13	Appeal Procedure.....	20
APPENDIX 1 – User Agreement Form		21
APPENDIX 2 – Escort Agreement Form		22
APPENDIX 3 – Reimbursement of Expenses		23
APPENDIX 4 – For Adults - User's Eligibility to Have an Escort.....		24
APPENDIX 5 – For Minors - User's Eligibility to Have an Escort.....		25

- a) Beneficiaries under the JBNQA who have elected domicile outside of the region for more than ten (10) consecutive years, for purposes other than education, health or employment with an organization devoted to promoting the well-being of the Inuit;
- b) Non-beneficiary Inuit under the JBNQA who live in the region;

4.1.5 Referral Institution

Outside Nunavik: Service corridors established with the RUISSS McGill or designated by a Nunavik institution or a request authorized by an NIHB agent.

In Nunavik: Ungava Tulattavik Health Centre, Inuulitsivik Health Centre, CLSC in Nunavik or a request authorized by an NIHB agent, as the case may be.

4.1.6 Travel Expenses

Includes lodging, meals and transportation expenses.

4.1.7 Residence

In accordance with section 338 of the regulation respecting the application of the Act respecting health services and social services, residence is established on the basis of physical presence without regard to intention.

4.1.8 User

Any beneficiary* provided with health services by an institution (*as defined on 4.1.3).

4.1.9 Admitted User

A person is admitted to a health-network institution:

- when his condition requires hospitalization
- when the applicable formalities have been completed
- when he occupies a bed considered among those listed on the institution's permit

4.1.10 Registered User

A beneficiary is considered registered in a health-network institution:

- when he receives services that do not require him to be hospitalized or admitted

or

- when he does not occupy a bed considered among those listed on the institution's permit.

4.1.11 Transit Residences for Beneficiaries

Residences managed by the health-network institutions (with headquarters in Nunavik) for lodging NIHB program beneficiaries who require health-care services outside their community of residence. Ullivik is a transit residence.

4.1.12 Emergency Evacuation

The urgency of transportation is based on the user's medical evaluation by a physician of the referral institution.

4.1.13 Elective Transportation

Transportation is considered elective when the beneficiary's life is not subject to immediate danger or does not require immediate intervention.

4.1.14 RUISSS McGill

Faculty of medicine whose mandate is to contribute to the coordination of health care and social services, teaching and research offered by its Faculty of Medicine, its CHU, its CIUSSS, CISSS and health centres for which the NRBHSS is a partner institution.

4.1.15 Individual Care Plan (ICP)

A plan prepared by a multi-disciplinary team usually including the family of the user, with the support of regional expertise where requested, identifying what services are required, which providers will be involved, objectives and clinical strategies to support a client, the case manager and plan review/renewal dates. Any referral out of a user's home community which is expected to exceed a three week stay must have an ICP.

5 User Transportation

5.1 Elective Transportation

5.1.1 Objective

Transportation procedure for beneficiaries requiring elective care or services unavailable in the region or in their community.

For non-JBNQA beneficiaries, the procedure is covered according to MSSS circular 2021-014.

5.1.2 Eligibility Criteria

- Be an eligible person with regard to the program;

- The referral institution's physician has prescribed the service or a designated healthcare professional has requested for respite care in South;
- A request has been authorized by NIHB agent or transportation has been approved by a person designated by the Executive Director;

and

The return travel is between the place of residence and the referral institution providing the required care and services is none later than 30 days after the last medical appointment or a stay in respite care.

5.1.3 Administrative Guidelines

The most economical mode of transportation will be chosen in view of the user's condition and service corridors established with the RUISSS McGill (including charter).

5.1.3.1 Eligible Expenses

- Travel expenses of users, attendants and escorts required to ensure health services delivery.
- Transportation expenses, contingent on these having been approved by competent authorities prior to the travel taking place.

5.1.3.2 Non-Eligible Expenses

- Travel for the purpose of applying social and Youth Protection programs.
- Travel by family members for the purpose of visiting a patient.
- Salaries and other benefits of the employees who manage the transportation services provided.

5.1.3.3 Responsibility for Payment

The cost of the user transportation that meets the elective transportation criteria will be assumed in full by the referral institution and will be transferred to the proper program or budget (return fare).

- In the event that an organization other than a health-network institution (SAAQ, CNESST, etc.) is responsible for the user, the expenses incurred to transport the user and his escort will be paid by such organization in accordance with the criteria in the *MSSS'* user transportation policy for the health and social services network.
- If the user requests transportation to an institution other than the one designated by the attending physician and approved by the Executive Director or his delegate, the additional costs incurred by this choice will be the responsibility of the user or his family.

- inform the liaison nurse when receiving instructions from health professionals and specialists concerning appointments, travel, follow-up or future examinations;
- request to their physician's team a proof of attendance to their appointment(s).

6.2.4 Reimbursement of Expenses

Users who choose to lodge with friends, family or hotel are entitled to receive a flat rate for:

- Lodging & Ground transportation to the medical appointments
- Meals
- Transportation from the airport to the lodging and back to the airport

If the user is travelling in the company of an authorized escort, the escort must share the room of the person they are escorting. The escort is entitled to receive a flat rate for:

- Meals
- Financial compensation for escort's function if applicable

The user is fully responsible for the payment of all their expenses including the payment of their lodging, ground transportation and meals.

In order to receive the authorized lump-sum allowance, the user must submit a request to the referring institution for consultation duly signed by the physician who made the request.

The referral must indicate:

1. the location
2. the date
3. the summary of care or services and proof of attendance at the required treatments as well as the social or family worker, to be approved.

If the stay follows a confirmation letter provided by the NIHB Program, the client must submit a copy of the confirmation letter with their claim.

All reimbursements are made by direct deposit at the end of the stay or once a week for longer stays.

7 Lodging Services Based on an Individual Care Plan (ICP)

7.1.1 Objective

The objective is to identify culturally suitable and safe access to lodging, meals and local transportation to medical appointments based on the Individualized Care Plan (ICP).

APPENDIX 2 – Escort Agreement Form

ESCORT AGREEMENT FORM

Regional Health Transportation Policy

Non-Insured Health Benefits Program (NIHB) Nunavik

Name of escort:	
User's file number:	
Name of escorted user:	
Address:	
Telephone number:	
Referred by:	☐ Tulattavik HC ☐ Inuulitsivik HC ☐ CLSC ☐ NIHB Program
Accompaniment for a beneficiary of the <i>James Bay and Northern Québec Agreement (JBNQA)</i> is a privilege that the referral institution has the power to grant. The escort is defined as a person whose role is to guide and assist the user during their stay outside of their community of residence. A person designated by the referral institution as a user's escort must behave responsibly and respect the obligations, responsibilities, rules and procedures listed in the agreement form.	
AS THE AUTHORIZED ESCORT:	

General

1. I will ensure that the user's needs are met and shall place priority on his/her welfare;
2. I am able to take care of myself and the user; I am escorting without requiring the assistance of another escort for myself;
3. I am able to share personal space to support the user;
4. I am a trustworthy companion for the user and can be counted on at all times;
5. I will stay with the minor person I am travelling with at all times;
6. I will stay with the user for a minimum of five (5) hours per day if the user is hospitalized;
7. I am 18 years or older and I will interpret in Inuktitut, English or French when required;
8. I will assist the user during transfers and travel, hospitalization and medical appointments;
9. I will be available to comfort, reassure, encourage and assist the user with their personal care, console and listen to them;
10. I will advise the referral institution if personal circumstances will prevent me from travelling at least two (2) days before a scheduled flight;
11. I will carry the user's medical documents if necessary;
12. I will be able to communicate with the family, health professionals, specialists and Liaison Nurse when I receive instructions concerning appointments, travel, follow-ups or future examinations if the user is unable to do so;

Applicable only to users lodged at a transit/Ullivik

13. I will note and respect the transportation, appointment, meal and curfew;
14. I will inform the lodging-management services if I intend to stay somewhere else for the night or for a longer period
15. I will not possess or use illegal drugs or drink alcohol at any time in the transit residences. Transit-residence access will be denied in case of intoxication;
16. By staying at a friend's, with family or hotel of the choice of the user, I understand that I am fully responsible for the payment of all my expenses. No advance will be given to me;
17. My actions will contribute to maintain harmony in the transit and during the ground transportation. For the safety and the wellbeing of everybody I understand that displaying verbal or physical aggression will not be tolerated.

I hereby understand the obligations, responsibilities, rules and procedures and pledge to abide by them.

User's signature

Date

Long stay 30 days or more	South	7.0 Accommodation at Ullivik OR accommodation determined by Ullivik	Lodging and meals are provided in accordance with the terms and conditions applicable to Ullivik.	User	Lodging & Meals	0.00 \$	Covered
				Authorized Escort	Meals	0.00 \$	Covered but must come back before or with the user.
		7.0 + 8.0 Type and location of accommodation at the choice of the beneficiary	This amount includes the accommodation of the authorized escort when required. Fees are covered until the day following the date of the last medical appointment.	User	Lodging & Meals	500.00 \$ per week	Covered but must come back none further than 30 days after the last medical appointment.
			Fees are covered until the day following the date of the last medical appointment of the user.	Authorized Escort	Meals	150 \$ per week	Covered but must come back before or with the user.

Rates will change on April 1st of each year

