

YOU MUST CALL ININEW PATIENT SERVICES (IPS) TO CONFIRM

1-844-356-1178 or 1-613-549-2684 or 1-613-544-3400 ext. 3074 or 3086

CONFIRM

In order for WAHA NIHB and Health Canada to arrange your medical transportation you must call the number above to confirm at least 10 days before your appointment. Please leave a message with your name, your escort name (if any) and your phone number. If you do not have a phone or long distance service, please go to the local health clinic for assistance. If you do not confirm your need for medical transportation the health care provider may cancel and rebook your appointment.

CANCEL

If you need to cancel your appointment please call the number above immediately. Some health care providers charge a 'No Show' fee if you do not call to cancel your appointment several days beforehand. You may be required to pay this fee before your appointment can be rebooked.

SPECIAL NEEDS

If you use oxygen or have severe mobility limitations inform your local health clinic of your appointments so that suitable transportation can be arranged. You may require air ambulance.

MEDICATIONS

Bring all your medications in their original containers. Bring at least 5 days more than you think you will need.

IDENTIFICATION

Bring your provincial or territorial Health Card and Certificate of Indian Status Card. You must have a piece of government-issued photo identification for all commercial and some ground travel.

FLIGHTS

- You must arrive at the airport 1 hour before your scheduled flight or you will not be able to board the plane.
- There is a 25lb luggage limit on all Weeneebayko flights - not incl. medical/mobility equipment i.e. walker, wheelchair, CPAP.
- You are responsible for arranging shipping for any luggage in excess of 25lbs.
- Some commercial airlines charge a fee for checked luggage.
- A light snack may be provided on the flight - meals are not. If you should require additional food, pack accordingly.
- Zero Tolerance Policies are in effect for all Weeneebayko flights and facilities related to alcohol and other intoxicant use, verbal abuse, physical intimidation of staff and others, and transportation of illicit goods. Violations of any of these policies will result in immediate ineligibility to receive medical transportation services.

ACCOMMODATIONS

Hostels

Contact the local hostel upon arrival if you are travelling by commercial flight, ground or private vehicle and require assistance.

- Moosonee - Boreal Oasis - 5 Bay Road 705-336-1160
- Timmins – Kapashewekamik Hostel - 3255 Airport Road 705-264-4661
- Kingston - Geaganano Residence – 176 Johnson Street 613-547-5877

Other Accommodations

- Prior approval must be obtained in advance for all accommodations outside of the local hostels.
- External accommodations will be provided only if the local hostel is full to capacity.
- If you prefer not to stay at the local hostel you are responsible for making your own arrangements and paying for all accommodations, transportation and meals. These costs may not be eligible for reimbursement by Health Canada.
- If a client is unable to stay at a hostel for medical reasons, supporting medical documentation must be supplied.
- Non-approved escorts or family members are required to arrange and pay for their own accommodation, local transportation, and meals. Only approved clients & escorts are eligible for reimbursement.

SPECIAL ACCOMMODATIONS AND OR DIETARY NEEDS

Moosonee and Timmins – contact the local hostel

Kingston – contact the IPS Care Coordinator 855-544-3400 ext. 3075 or 613-544-3400 ext. 3075

RETURN TRANSPORTATION

If you are attending appointments in **Moosonee, Timmins, Toronto, Ottawa** and **other**:

- Confirmation of Attendance (COA) must be completed and faxed to Health Canada 1-855-535-7292 with the following information: Name, Date of Birth, Status Number, Mailing Address, Appointment date and details.
- Contact WAHA NIHB in Moosonee 1-855-336-2947 or 705-336-2947 when you are ready to return home.

If you are attending appointments in **Kingston**:

- Contact the Ininew Patient Services office 613-544-3400 ext. 3071 or go to Hotel Dieu Hospital directly across the street from Geaganano Residence (first door on right at the bottom of stairs) and inform IPS staff that you are ready to return home.
- IPS will work with WAHA NIHB to make your return travel arrangements and will notify you of the details.

ADDITIONAL ASSISTANCE OR SUPPORT

- Before leaving your community for medical travel, ensure you know the contact information for your local NIHB Regional Office, Community MT Coordinator/Health Manager and or NIHB Navigator.