

RESPONSIBILITIES OF THE PATIENT

- ◆ A patient that **does not show up to their appointment will have to reimburse all the expenses paid by the CSSS.**
- ◆ **If major reasons prevent you from going to your appointment, notify the transport office of CSSS des Îles or leave a message, extension 8412, and notify the establishment where you were supposed to go.**
- ◆ A patient who changes the date of their return by plane, without approval or for personal reasons, will have to assume the penalty fees charged to the establishment.
- ◆ **No refund will be done if the pink sheet is not signed by the health establishment that received the patient.** It is very important to **indicate the days and times of each appointment** to receive the appropriate reimbursement.
- ◆ The boarding passes of the boat are necessary to receive reimbursement.
- ◆ The application for reimbursement should not exceed 3 months from the date of the end of the treatment.
- ◆ You have the responsibility to keep the copies of the documents necessary for your income taxes and insurances.
- ◆ You have the responsibility to check with your personal insurances (at work or others) if you are eligible for reimbursement of the expenses, besides the allocation of the CSSS des Îles.

ACCOMMODATION

A list of places for accommodation is available at the transport office. It is available on request.

For any information concerning flights, communicate with l'Agence Club Voyages des Îles at 418 986-4224 during opening hours (Monday, Tuesday and Wednesday, from 8:30 am to 5:30 pm, Thursday and Friday, from 8:30 am to 9 pm, and Saturday from 10 am to 3 pm.) (Opening hours from June 15 until September 7th: Monday, Tuesday and Wednesday, from 9 am to 5 pm, Thursday and Friday, from 9 am to 6 pm, and Saturday, from 10 am to 3 pm.)

***** 15\$ + taxes can be charge to the patient for reservation changes without medical reason.**

For transport by bus, contact **Autobus les Sillons** at 418 986-3886.

For transport by boat, contact CTMA to reserve at 418 986-3278.

***** Don't forget to keep your boarding pass** return ticket to give them at the transport office.

For other information, contact the Transport office of the CSSS des Îles at 418 986-2121, extension 8412.

The office is located on the 1st floor of the hospital, at the main entrance, office 1001.

Centre de santé et de services sociaux
des îles

430, ch. Principal, Cap-aux-Meules (Québec) G4T 1R9
418 986-2121
www.csssdesiles.qc.ca

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Service des communications



TRANSPORT OF ELECTIVE CLIENTS

(DEPARTURE FROM
MAGDALEN ISLANDS)



(Photo : Pascan Aviation)



OBJECTIVE

Provide financial assistance to users to offset part of the expenses for the stay and transportation towards the closest health establishment able to give necessary care and services.

ELIGIBILITY CRITERIA

- ◆ Be a resident of Québec and have proof of principal residence on the Magdalen Islands.
- ◆ All requests for care or services has to be prescribed by a doctor. Care must be required and not available locally.
- ◆ Authorization of the Director General or their delegate.
- ◆ Transport is towards the closest health establishment able to offer the service which is not available here.
- ◆ Care and services must be covered by the RAMQ.
- ◆ Care and services must not be covered by another program (CSSS, SAAQ, etc.)

EXTERNAL CARE OR SERVICES

The patient who is expected in a health establishment for hospitalisation or an appointment outside the Islands must take all necessary measures to be there on the requested date.

ESCORT

- ◆ The CSSS des Îles has developed a list of criteria to determine whether or not an escort will be allowed. These criteria consider the medical condition of the patient or requirements issued by the establishment who will receive the patient. When required, only one escort is allowed per patient.
- ◆ The doctor will determine if there is a necessity for an escort according to the criteria designed by the establishment.
- ◆ A person can't act as an escort if this person requires an escort for their own transport.
- ◆ The Director General or their delegate must authorize the escort.
- ◆ An escort can be authorized for patients under 18 years old and over 75 years old depending on the condition of the patient.

REIMBURSEMENT FOR PARTICULAR CASES (treatment for cancer, transplant, long-term haemodialysis outside the Islands)

A patient who has to receive long term treatment for cancer (Radiation Therapy), transplant or haemodialysis outside the Islands, will be refunded for the transportation and also refunded for accommodation or an equivalent amount of the daily prices for the shelters recognized on the list given by the Agence de la santé et des services sociaux Gaspésie Îles-de-la-Madeleine (ASSS). This is the same for the escort, when required. If the patient stays in other places (family, hostel, rental), they will receive the reimbursement for 2 nights as provided in the Transport Policy Department.

PAYMENT RESPONSIBILITY

Transport expenses

The CSSS des Îles will assume the charges that follow these criteria:

- ◆ The cost of a return plane ticket or a package amount if the transport is done by the road, on presentation of a request for transport filled and signed by a doctor before departure for the patient and their escort if required by medical justification..
- ◆ Transport by plane is preferred.
- ◆ If the patient chooses to go by vehicle and if their medical condition does not allow them to return the same way, no refund will be offered for the return of the car. Only the one way ticket for the plane will be reimbursed for the return.

N. B. When the transport is by vehicle, the boarding passes of the boat are claimed for reimbursement.

***** The CSSS des Îles does not assume the expenses of a patient who was hospitalized during a personal stay (ex.: vacation) in an establishment outside of the Islands.**

Reimbursement for meals, accommodation and others

In accordance with the policy of the MSSS, the CSSS des Îles will give a lump sum for these conditions:

- ◆ A lump sum of 75\$ per night is granted to the patient for their meals and accommodation. If the doctor prescribes an escort (familial or social), an amount of 20\$ per night will be given for the meals. These amounts are for a maximum of 2 nights for the Magdalen Islands