

RESPONSIBILITIES OF THE PATIENT

- ◆ The boarding pass of the ferry is necessary for 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 your copies of necessary documents for 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.

ACCOMMODATION

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

CHOICE OF THE PATIENT OR THEIR FAMILY

The patient will receive their treatment in one of the health establishments designated by the réseau (network), according to the agreement with the CSSS des Îles. If the patient or his family demands another establishment or transportation that is more expensive than those assigned, the patient or their family will be responsible for the expenses for the transport.

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 transportation by boat, contact **CTMA** to reserve at 418 986-3278.

***** Don't forget to keep your boarding pass (depart and return) 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

Conditions in force since July 13, 2004, reviewed Dec. 10th, 2012.

TRANSPORTATION OF PERSON
TOWARDS ANOTHER
ESTABLISHMENT OF THE RÉSEAU
DE LA SANTÉ
ET DES SERVICES SOCIAUX



(Photo : Gouvernement du Québec)

TRANSFER BETWEEN
HEALTH
ESTABLISHMENTS:
DASH (MEDICAL SHUTTLE)
OR JET (HOSPITAL PLANE)

OBJECTIVE

Facilitate the transfer of patients to the closest health establishment offering services not available locally.

ELIGIBILITY CRITERIA

- ◆ Be a resident of Québec.
- ◆ Be a patient of a hospital or a CHSLD.
- ◆ Be on the list at the emergency or a designated CLSC.
- ◆ Are recommended services by a doctor of the CSSS des Îles that are approved by the Director General or their delegate.
- ◆ Moving from the CSSS des Îles towards the closest health establishment able to offer the services needed.

TYPE OF TRANSPORTATION

The mode of transportation chosen by the establishment is chosen according to the medical evaluation of the patient.

RESPONSIBILITY FOR PAYMENT

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.

ESCORT

- ◆ Transfers on the DASH (medical shuttle) and the JET (hospital plane) require a medical escort because medical personnel are already available aboard.
- ◆ The responsibility to determine if a medical escort is necessary and to assume the expenses belongs to the establishment.
- ◆ The responsibility to determine if an escort (social or familial) is necessary belongs to the doctor of the establishment and has to be justified medically, while meeting the criteria determined by the CSSS des Îles.
- ◆ The accompanying person must take the closest flight to departure of the shuttle or the air ambulance: the flight before or right after the departure of the patient. If the option of transport by car is chosen, the departure must be made in a maximum of 24 hours.
- ◆ In a case where a patient is unable to make a decision, has cognitive disturbances, is in a comatose state, unconscious, intubated, is suffering a multiple trauma or in risk of imminent death, a request for an escort can be made. This approval must be signed before departure.

- ◆ An escort can be authorized for patients under 18 years old and over 75 years old depending on the condition of the patient.
- ◆ For the escort, the only expenses refunded are the transportation (depart/return) fees. Other expenses are not refundable.
- ◆ When a patient returns on a regular flight, the escort has the obligation to bring the patient with them. A supporting document proving medical reason for transportation will be needed to apply for reimbursement. It can be refused if it doesn't meet the criteria issued by the CSSS.

PARTICULARITIES

- ◆ The return expenses for those transferred by the CSSS des Îles and who died outside of the Islands will be covered by the establishment.
- ◆ In cases of drug addiction, other modalities for transportation are applied.

N.B. For those with extended stays, it is possible to claim sums not repaid in your tax return. Make sure to keep your receipts for this.