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## Larga Baffin Client/Escort Process Getting to Ottawa and getting back home to Nunavut 2024

1. Client sees their doctor/nurse practitioner, for any healthcare related issues in their home Community in Nunavut.
2. **The doctor/nurse practitioner determines the clients need to be sent to Ottawa for medical appointment(s):**
  - The Ottawa Health Services Network Inc. (OHSNI) referral coordinators team makes the appointments and sends the appointment sheet to Iqaluit or the communities.
  - The community travel clerk, or Iqaluit case management will then notify Medical Travel and the Government of Nunavut.
  - If an escort is required for the client, this request will be made by Iqaluit case management team or the communities.
3. Ottawa Medical Travel staff in Nunavut then: Arranges their travel for them and their escort (if approved) to Ottawa.
4. **The client and escort (if approved) are booked to stay at Larga Baffin Ltd. Boarding home or partner hotel (s) in Ottawa where the following services are provided to them as contracted by the Government of Nunavut:**
  - Larga provides Accommodation
  - Nutritional needs for our clients and escorts (meals)
  - Transportation to and from the Ottawa Airport
  - Transportation to and from medical appointments and treatments
  - Larga Baffin Referrals to arrange return air transportation with Medical Travel
  - Medical Travel to provide itineraries once booked for a flight
  - Administer a secure access facility, operating 24 hours day / 365 days a year
5. **Upon arrival in Ottawa:**
  - The medical traveler (who is being hospitalized or who is medevac'd) is assigned an OHSNI Nurse Case Manager.
  - Medical travellers who are down for appointments or predictable clearances, or for tests i.e. MRI, will be precleared by Medical Travel and return after their appointment. OHSNI will not be case managing these medical travellers. (we are working toward this now)
6. **For hospitalized client(s): The case manager at OHSNI is the go-to person for any of the following:**
  - Updating patient status to the North
  - Advocating and ensuring patient needs are met
  - Ensuring provision of supplies and medication and equipment

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- Escort switches and exchanges that will be submit by the Nurse Case Manager
  - Discharge planning to ensure patient has all that is required for travel to communities.
  - Medical interpreters are also available to accompany you to an appointment or procedure and there is also an interpreter available to Larga Monday to Friday, 8 to 4.
  - The Nurse Case Managers provide on call, 24 hours, 7 days a week (including stat holidays) coverage and assist with emergencies and can arrange interpretation during off hours.
7. Once the client has seen their healthcare provider and their appointments are done: They should be cleared to return home.
8. OHSNI provides the medical clearance to Larga Baffin via email.
9. **Larga Baffin then:**
- Notifies Medical Travel who then arranges travel for the client and their escort (if any) to their home community.
  - Medical Travel will notify Larga Baffin once the flight arrangements have been made which may take several days or longer depending on flight availability.
10. **Client Escort Responsibilities, GN Medical Travel Policy: While accompanying a client on medical travel for health services, client escorts are responsible for the following:**
- a) Checking in for all flights except when prevented for medical reasons or because of circumstances outside the client escort's control;
  - b) Abiding by the rules of the boarding home or hotel facility;
  - c) Refraining from abusing and being intoxicated by alcohol, cannabis, illegal drugs; there is zero tolerance for intoxication and illegal drug use;
  - d) Refraining from engaging in abusive verbal and/or physical behaviour, violent behaviour or illegal behaviour, including behaviour that results in harm to the individuals and/or property damage;
  - e) Treating the client, fellow travellers, health-care workers, boarding home and hotel staff and airline staff with respect;
  - f) Staying with the client at all reasonable times, including sharing accommodations and attending all appointments;
  - g) If the client is in a hospital, being available to assist the client with his/her needs;
  - h) Where an escort has been approved on the basis of providing interpretation support for the provision of services not related to practitioner-client communication, the client escort may be asked to demonstrate basic language ability in both the client's language and that of English;
  - i) Staying with the client for up to four weeks consecutively;
  - j) Being aware of the client's condition and medications;