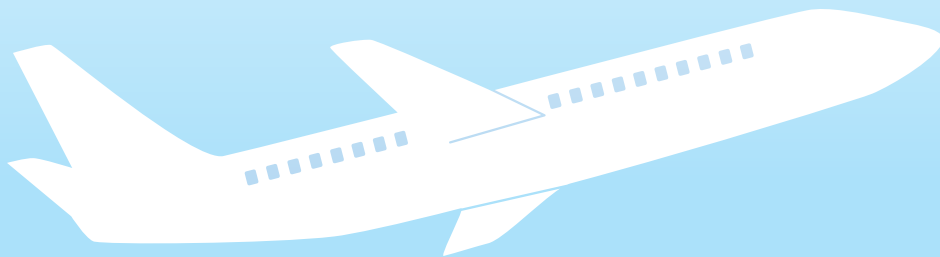




Nunavut Medical Travel Handbook



Published by Department of Health, Government of Nunavut

Nunavut Medical Travel Handbook

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Department of Health, Government of Nunavut

Address: P.O. Box 1000, Station 1037
Iqaluit, Nunavut X0A 0H0

Regional Medical Travel Office

Email: MedicalTravelInquiry@gov.nu.ca

Phone: ***Qikiqtaaluk Region*** (Toll-Free) 1-866-371-3305
Kivalliq Region (Toll-Free) 1-844-886-8020
Kitikmeot Region (Toll-Free) 1-844-886-8010

Office of Patient Relations

Email: patientrelations@gov.nu.ca

Phone: 1-855-438-3003

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INTRODUCTION

This Medical Travel Handbook is designed to help you navigate your medical travel with ease. Inside, you'll find practical tips, checklists and advice on everything from packing and traveling, to preparing for your medical appointments to your insurance benefits.

Medical travel can be stressful. It's natural to feel anxious or overwhelmed, but you won't be alone. Along your journey, you'll encounter compassionate people who are dedicated to helping you. From the moment you start planning your trip to the day of your appointment, to your trip home, this handbook will guide you through the process.

Your health is important to us, and the primary purpose of your trip is your medical appointment. While there may be opportunities to visit and socialize with family and friends, these activities should not interfere with your medical appointment. It's important to focus on your health during this time to ensure accurate results and the best care possible.

Remember, this journey is about taking care of yourself. By following the guidance in this handbook, you'll be better prepared and more at ease, ensuring your travel is as smooth and beneficial as possible.

We're with you on this journey, and we wish you safe travels and the very best for your health.

CONTACT INFORMATION

For non-medical travel concerns such as flights, accommodations, or other logistics, contact your Regional Medical Travel office. Staff are available Monday to Friday, from 8:30 a.m. to 5:00 p.m. to answer routine questions. After-hours support is also available for urgent travel-related issues.

Regional Medical Travel Office

Email: [*MedicalTravelInquiry@gov.nu.ca*](mailto:MedicalTravelInquiry@gov.nu.ca)

Phone:

<i>Qikiqtaaluk Region</i>	(Toll-Free) 1-866-371-3305
<i>Kivalliq Region</i>	(Toll-Free) 1-844-886-8020
<i>Kitikmeot Region</i>	(Toll-Free) 1-844-886-8010

For support with medical care, while away on medical travel, contact your Case Worker.



Medical Travel Case Workers

Iqaluit	Case Management at Qikiqtani General Hospital Extension 5703, 5704 or 5439	1-867-975-8600
Ottawa	Ottawa Health Service Network Inc. (OHSNI) Monday – Friday, 8 a.m. – 5 p.m. Extension 151 After hours	1-613-523-7822 1-613-297-7804
Winnipeg	Kivalliq Inuit Services (KIS)	1-204-989-1020
Yellowknife	Stanton Transitional Care Planning Team Extension 46881	1-867-767-9300
Edmonton	Northern Health Services Network (NHSN) 8332 Sparrow Crescent, Leduc, AB T9E 8B7	1-780-735-5761

For clients and families with questions, suggestions or concerns related to their care and services, including their medical travel experience.

Office of Patient Relations

Email: patientrelations@gov.nu.ca

Phone: 1-855-438-3003

For additional contact information, visit Appendix D in this handbook.



HOW TO USE THE MEDICAL TRAVEL HANDBOOK

The Table of Contents provides easy access to the information you need and want.

In the online version of this Handbook, the Table of Contents is linked to the information in the document, so just click on what you are looking for and you'll be taken right to the information you need.

We encourage you to print copies of any pages in this Handbook that you need for your medical

travel. If you do not have a printer, ask your community medical travel clerk to print copies for you. This will help you travel with confidence that you have all the information you need.

Let us know if there is information missing in this Handbook or other information you would like to see! We will do our best to add the information for future users. Thank you!

The Medical Travel Process

- 1** Referral is obtained from a Nunavut practitioner, such as a doctor or nurse practitioner.
- 2** Appointment is booked and the community travel team is informed.
- 3** Community travel team notifies you, asks if you are requesting an escort, and completes the necessary paperwork.
- 4** Regional medical travel staff make the travel arrangements for you and your escort (if required and approved) and share them with your community travel team.
- 5** You and your approved escort sign paperwork and pick up your itinerary.
- 6** You travel to your appointments, get care, return home, and follow up with your community health care provider.



PREPARING FOR MEDICAL TRAVEL

WHO CAN TRAVEL WITH YOU

ESCORTS ACCOMPANYING CLIENTS

A Nunavut health care provider might recommend that you travel with an escort to help you safely get to your appointment and receive care. You can request an escort once you have your appointment details. All escort requests are approved by your regional health director or delegate based on your need for support. If your Nunavut health care provider recommends the support of two escorts, additional approvals will be required. More information about escorts and how to choose one can be found on Page 33.

CHILDREN ACCOMPANYING CLIENTS

As a patient, you may request your infant child (under the age of 2) accompany you on medical travel. If you are traveling as an escort to your child who is under 18 years old, you can request your other infant child (who is under the age of 2) accompany you both on medical travel. You will have to arrange for childcare when you are attending the appointment and provide the contact information of the caregiver. Note, in all other cases, escorts cannot bring along their infant children. More information about children accompanying a client can be found on Page 34.



TRAVELING INFORMATION

BEFORE YOU TRAVEL

DOCUMENTS TO TAKE WITH YOU:

- ☐ Government-issued identification (ID). This can include:
 - » 1 piece of valid government-issued photo ID that shows your name, date of birth and gender, OR
 - » 2 pieces of valid government-issued ID, at least one of which shows your name, date of birth and gender. Examples of non-photo ID include a health card, birth certificate or Social Insurance Number (SIN) card.

NOTE: If your ID has expired, you will not be able to get on the plane.

- ☐ Valid Nunavut Health Care Card
- ☐ Appointment information: dates, times, locations, addresses and phone numbers
- ☐ Travel information: flights, airport transportation
- ☐ Accommodation information: where are you staying?
- ☐ All information provided by your health care provider or medical travel staff

ADDITIONAL THINGS YOU NEED TO DO:

- ☐ Inform your community medical travel staff if you need any special assistance like oxygen, or a wheelchair, at least 72 hours before your flight.
- ☐ Keep copies of all your receipts related to travel if they are required by your employer or for your insurance coverage.



BAGGAGE AND PACKING

BAGGAGE ALLOWANCES

Canadian North: Each person is allowed two free checked bags when on Medical Travel.* The weight of each bag cannot exceed 50 pounds.

Calm Air: Each person is allowed three free checked bags when on Medical Travel.* The weight of each bag cannot exceed 50 pounds, and total weight no more than 120 pounds.

**You and/or your escort are responsible for paying for any extra or overweight bags. This can cost between \$26-\$225 per bag depending on the airline.*

Checked Baggage – What to bring

- ☐ Clothes: Soft, loose-fitting clothes suitable for travel and medical appointments
- ☐ Enough clothes for the length of time you will be away
- ☐ Sleep wear: pajamas, bathrobe, and slippers
- ☐ Outerwear, footwear, and clothes for the weather where your appointment is. It may be much warmer or colder than in your community
- ☐ Personal items like your toothbrush, toothpaste, shampoo, and soap

Carry-On Baggage – What to bring

- ☐ Medications: up to a month's supply. Do not put medications in your checked baggage in case your baggage is delayed
- ☐ Money, or bank cards for meals, snacks or personal care items
- ☐ Medical travel pouch with all your travel and medical documents
- ☐ Identification
- ☐ Cell phone and charger, if you have one
- ☐ If traveling with an infant, some diapers and formula

What NOT to bring with you

- ✗ Alcohol, illegal drugs, or prescription drugs that aren't yours
- ✗ Items restricted or prohibited by airlines (check with airlines for details)
- ✗ Bags or packages you did not pack yourself
- ✗ Infants or toddlers not approved for travel



FLYING

TIPS FOR A SUCCESSFUL FLIGHT TO YOUR APPOINTMENT



WHEN THE PLANE LANDS

1. Check that you have all your items with you before leaving the plane, such as:
 - Carry-on bag, jackets, purse
 - Medical travel pouch
 - Any other personal items (check the seat pocket in front of you)
2. Go to the baggage carousel by following the signs with the picture of the suitcase or follow people on your flight – they will be headed there too.

YOUR ACCOMMODATIONS

BOARDING HOME

If you are staying at the boarding home, the boarding home driver will meet and pick you up near the baggage claim area.

If the boarding home driver is not there, collect your baggage and call the boarding home to request a ride:

Iqaluit	1-867-794-0010	Edmonton	1-780-477-6284
Ottawa	1-613-248-3552	Winnipeg	1-204-944-7110
Yellowknife	1-867-766-3410	Churchill	1-204-675-2270

Once you arrive at the boarding home:

- Ask about any schedules or rules that you need to follow. Disregarding rules can lead to denied services and disruptions in healthcare and travel arrangements.
- Ask when the driver will take you to your appointment.
- Get settled in and rest up for your appointment.

HOTEL OR OTHER ACCOMMODATION

You must arrange and pay for your own transportation. If you are not sure, make sure you get a receipt from the driver. Shuttles and taxi services are available at all major airports.

Have the address of your hotel or the place you are staying ready to give the driver.

- Once you arrive at your hotel – check in.
- Make arrangements for your transportation to your appointment.
- Ask where there are local restaurants.
- Get settled and rest up for your appointment.



PROBLEM SOLVING TRAVEL – WHAT IF...

SITUATION	SOLUTION / WHO TO CALL												
<i>My flight is canceled or delayed?</i>	<p>You can speak with the airline counter staff or call the airline to find out when your flight will be rescheduled.</p> <p>If you need accommodation, contact your regional medical travel office.</p>												
<i>I miss my flight?</i>	<p>Contact your regional medical travel staff or case manager right away. If you miss an appointment without giving 24 hours' notice or a valid reason, you may have to pay for medical travel costs and handle travel arrangements yourself.</p>												
<i>Boarding Home driver isn't at airport to pick me up?</i>	<p>Call the Boarding Home and ask for pick up.</p> <table> <tr> <td>Iqaluit</td><td>1-867-794-0010</td></tr> <tr> <td>Ottawa</td><td>1-613-248-3552</td></tr> <tr> <td>Yellowknife</td><td>1-867-766-3410</td></tr> <tr> <td>Edmonton</td><td>1-780-477-6284</td></tr> <tr> <td>Winnipeg</td><td>1-204-944-7110</td></tr> <tr> <td>Churchill</td><td>1-204-675-2270</td></tr> </table>	Iqaluit	1-867-794-0010	Ottawa	1-613-248-3552	Yellowknife	1-867-766-3410	Edmonton	1-780-477-6284	Winnipeg	1-204-944-7110	Churchill	1-204-675-2270
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Yellowknife	1-867-766-3410												
Edmonton	1-780-477-6284												
Winnipeg	1-204-944-7110												
Churchill	1-204-675-2270												
<i>I can't remember where I'm staying?</i>	<p>Check the travel documents provided to you or call your regional medical travel office.</p>												
<i>I have extra or overweight baggage?</i>	<p>You and/or your escort are responsible for paying for any extra or overweight bags.</p>												
<i>I need to contact my regional medical travel office?</i>	<p>Call your regional medical travel office 24/7 if you need any travel support for non-medical issues. They will be able to answer your travel related questions.</p> <table> <tr> <td>Qikiqtaaluk</td><td>Toll-Free: 1-866-371-3305</td></tr> <tr> <td>Kivalliq</td><td>Toll-Free: 1-844-886-8020</td></tr> <tr> <td>Kitikmeot</td><td>Toll-Free: 1-844-886-8010</td></tr> </table>	Qikiqtaaluk	Toll-Free: 1-866-371-3305	Kivalliq	Toll-Free: 1-844-886-8020	Kitikmeot	Toll-Free: 1-844-886-8010						
Qikiqtaaluk	Toll-Free: 1-866-371-3305												
Kivalliq	Toll-Free: 1-844-886-8020												
Kitikmeot	Toll-Free: 1-844-886-8010												

MEDICAL APPOINTMENT INFORMATION

BEFORE YOU LEAVE HOME

YOUR COMMUNITY MEDICAL TRAVEL STAFF WILL PROVIDE:

- ☐ Date and time of your appointment
- ☐ Exactly where you need to go for your appointment
- ☐ The name of the medical care provider or department you are seeing

YOUR MEDICAL CARE PROVIDER WILL:

- ☐ Talk to you about your appointment
- ☐ Let you know what your medical appointment is for
- ☐ Tell what to expect to happen at the appointment
- ☐ Tell you what you need to do to prepare for your appointment

YOU NEED TO:

- ☐ Inform your community medical travel clerk if you need any special assistance, like oxygen or a wheelchair, at least 72 hours before your flight.
- ☐ Write down any special instructions that you need to follow before your appointment; for example, not eating or drinking or taking a new medication.
- ☐ Talk to your health care provider if you are feeling nervous, anxious or scared about your medical condition or traveling.

PREPARING FOR YOUR APPOINTMENT

One or two days before your appointment, review what your health care provider told you to do to prepare for your appointment. Follow any instructions you have been given to prepare for your appointment.

- a. For example: whether to take medications, or not, eating and drinking, or not. This is important to ensure the results of your medical tests are accurate.
- b. You may have to do some things the day or night BEFORE your appointment.
- c. Read all instructions carefully so that you get to your appointment on time.

If you have questions about your appointment, contact your case manager or community health care provider as early as possible before your appointment.



WHAT TO TAKE TO YOUR APPOINTMENT:

- ☐ Paperwork from your health care provider
- ☐ All medications you are taking, or a list of those medications
- ☐ A list of any questions you might want to ask
- ☐ Any forms or papers that need signing, for example, if you are a Government of Nunavut employee you will need to have your Medical Travel Authorization Form signed to confirm you attended your appointment.

DON'T BE AFRAID TO ASK QUESTIONS DURING YOUR MEDICAL TRAVEL APPOINTMENT

The health care provider is there to help you. Make a list of questions to ask at your appointment, here are some examples:

- What is my diagnosis?
- What are my treatment options? What are the benefits of each option?
What are the risks associated with each option?
- Will I need a test? When will I get the results? What will the results tell me?
- What is the medicine you prescribed supposed to do? How do I take it?
What are the side effects? Will it affect the medicines I already take?
- Are there any care instructions I need to follow when I get home? Do I need to change my daily routine? Will my condition affect my life at home or at work?
- If my symptoms get worse, what can I do on my own? When should I contact you or my local health care provider?
- Are there any signs and symptoms for my condition that I should watch for?
What do I do if I have signs or symptoms?
- When will results be sent back to you or your local health care provider?
 - » Do I have to come back to see you?
 - » Do I have to see another health care provider?

GETTING TO YOUR APPOINTMENT

- ✓ Arrive at your appointment at least 15 minutes before your scheduled appointment time.

FROM A BOARDING HOME

If you are staying at a boarding home, find out in advance what time the driver will take you to your appointment to ensure you are on time.

FROM A HOTEL OR OTHER LOCATION

If you are staying in a hotel or somewhere else, find out in advance how to get to your appointment and how long it takes. Book taxis and shuttles in advance to ensure you are on time.

DURING YOUR APPOINTMENT

Medical information can be hard to understand when you are in a strange place and not feeling well. Here are some tips to help you better understand the information during the appointment and to remember it when you get home.

TIPS TO MAKE YOUR APPOINTMENT MORE SUCCESSFUL AND UNDERSTANDABLE

<i>Ask for an interpreter</i>	If you would prefer to receive care in your language, please ask for an interpreter.
<i>Ask for clarity</i>	<ul style="list-style-type: none">• I do not understand. Can you please explain that in another way?• I took some notes. Can I repeat back what I wrote to make sure I got everything, and it is correct?• I feel a bit rushed. Can we slow things down a little?• Where can I find more information about _____?
<i>Take notes</i>	If you have someone with you, ask them to take notes so you can listen. Make sure you write down any care instructions you are supposed to follow.
<i>Ask questions</i>	Write down any questions you have, and the answers given by the medical professional.
<i>Keep documents safe</i>	Keep all your appointment and travel documents in a safe place.



PROBLEM SOLVING APPOINTMENTS – WHAT IF...

SITUATION	SOLUTION / WHO TO CALL
<i>I miss or don't go to my appointment?</i>	Contact your case manager right away. If you miss an appointment without giving 24 hours' notice or a valid reason, you may have to pay for medical travel costs and handle travel arrangements yourself.
<i>I don't understand what the doctor is saying?</i>	Ask for an interpreter if you would prefer to receive care in your own language. Ask questions.

TRAVELING HOME

BEFORE YOU TRAVEL

CLEARANCE TO TRAVEL

If your medical procedure requires clearance from your health care provider before you can fly home, your case manager, boarding home staff, or regional medical travel staff will let you know when you are cleared to fly.

The regional medical travel staff will book your travel home and notify you, your case manager, the boarding home, and your community medical travel clerk of your itinerary.

Note that your return flight will be booked for the next available flight once clearance is received.

GETTING TO THE AIRPORT

If you are staying at the boarding home, the driver will drop you off at the airport.

If you are NOT staying at the boarding home, you are responsible for arranging your transportation to the airport.



DOCUMENTS TO TAKE WITH YOU:

- ☐ Government issued identification (ID). This can include:
 - 1 piece of valid government-issued photo ID that shows your name, date of birth and gender, OR
 - 2 pieces of valid government-issued ID, at least one of which shows your name, date of birth and gender.

NOTE: If your ID has expired, you will not be able to get on the plane.

- ☐ All information you brought with you and that you picked up at your appointment.
- ☐ Any receipts that you have from purchases of food, taxis, etc.

ADDITIONAL THINGS TO DO:

- ☐ Inform medical travel staff or case management if you need special assistance like oxygen or a wheelchair, at least 72 hours before your flight.
- ☐ Take any medications or medical supplies you may have.

FLYING

TIPS FOR A SUCCESSFUL FLIGHT HOME FROM YOUR APPOINTMENT

- ✓ Go to the airport at least **two hours** before your departure. If you are late, you may have to rebook the flight and pay for it yourself.
- ✓ Keep your baggage with you until you check in and always keep carry-on bags with you. Bags left unattended in the airport may be removed and/or destroyed by airport security.
- ✓ Remind airline staff if you need any special assistance, like oxygen, a wheelchair, or assistance getting to the plane.
- ✓ After going through security, go to your gate right away and listen carefully to boarding announcements for your flight number. Departure gates sometimes change, and you may have to move to another gate. If you're not sure, ask the airline staff at the gate.
- ✓ If you are traveling with children or need extra time to board, you may board when they announce pre-boarding of the airplane.

Delays, Cancellations and Missed Flights – See the ***What IF*** chart on next page.

WHEN THE PLANE LANDS

1. Check that you have all your personal items with you.
2. Go to baggage carousel and pick up your checked baggage.

GETTING HOME

- ✓ Make sure someone is available to pick you up when you return to your home community.

MEDICAL FOLLOW-UP

FOLLOW-UP CARE AT HOME

- ✓ Your case manager will receive any discharge instructions and will explain them to you and/or share them with your community health care centre or care provider.
- ✓ When you get home, check with your health care provider to receive instructions about follow-up care.
- ✓ Bring a copy of any important documents to the health centre or to your care provider, when you get home.



PROBLEM SOLVING TRAVELING HOME – WHAT IF...

SITUATION	SOLUTION / WHO TO CALL
<i>I don't have a ticket to fly home?</i>	Contact your regional medical travel office.
<i>My flight is canceled or delayed?</i>	You can speak with the airline counter staff or call the airline to find out when your flight will be rescheduled. If you need accommodation, contact your regional medical travel office.
<i>I missed my flight?</i>	Contact your regional medical travel staff or case manager right away.
<i>I have extra or overweight bags?</i>	You and/or your escort are responsible for paying for any extra or overweight bags.

APPENDIX A

My Medical Travel

MY CASE MANAGER

Case Manager: _____

Case Manager Phone Number: _____

Date: _____

MY APPOINTMENT INFORMATION

Client Name: _____ Client Phone Number: _____

Date: _____ Time: _____

Name of Hospital/Clinic: _____

Address: _____

Specific Location of Appointment: _____

Doctor/Specialist: _____

Contact Number: _____

GETTING TO APPOINTMENT

How am I getting to my appointment?

PREPARING FOR APPOINTMENT

What do I need to do to before for my appointment?

MY FLIGHTS

From:	To:
Date:	Time:
Reservation Number:	
Airline:	Flight #:
Transport to Airport:	Time:

From:	To:
Date:	Time:
Reservation Number:	
Airline:	Flight #:
Transport to Airport:	Time:

From:	To:
Date:	Time:
Reservation Number:	
Airline:	Flight #:
Transport to Airport:	Time:

From:	To:
Date:	Time:
Reservation Number:	
Airline:	Flight #:
Transport to Airport:	Time:

From:	To:
Date:	Time:
Reservation Number:	
Airline:	Flight #:
Transport to Airport:	Time:

MY ACCOMMODATION

Name of Boarding Home or Hotel: _____

Address: _____

Phone Number: _____

Transportation Phone Number: _____

Check-in Date: _____ Time: _____

Check-out Date: _____ Time: _____

MY QUESTIONS AND NOTES

A space to write down any questions you might want to ask or to make notes at your appointment.

APPENDIX B

Expectations of Clients and Escorts during Medical Travel

Your health care is important. Expectations around medical travel are in place for you and your escort to ensure timely and smooth healthcare delivery, safe travel experiences, and respectful interactions with service providers.

Medical travel benefits come with expectations, so please read this list carefully. This is what is expected of you and your escort throughout your medical travel journey.

EXPECTATIONS OF YOU AND YOUR ESCORT	RESULTS OF NOT MEETING EXPECTATIONS
<i>When flying home arrive at airport at least two hours before your flight time.</i>	Not arriving on time can result in missed flights, rescheduling fees, disruptions in travel plans, and missed appointments. If you miss a flight without giving 24-hour notice or a valid reason, you might have to pay for medical travel and handle travel arrangements yourself.
<i>Travel with documentation.</i>	Without valid identification and your healthcare card, you may be denied services or face delays in accessing healthcare, travel, and accommodations.
<i>Two checked bags per flight per person will be covered by medical travel.</i>	Payment for any extra or overweight baggage is your responsibility.
<i>Attend all appointments and arrive on time.</i>	Missing or being late to appointments can lead to missed treatments, delays in healthcare, and worsening of a condition.
<i>Give 24 hours' notice if you can't make your appointment.</i>	If you miss an appointment without giving 24 hours' notice or a valid reason, you might have to pay for medical travel and handle travel arrangements yourself. If you miss your appointment, you might have to pay a "no show" fee that isn't covered by your medical travel benefits.

EXPECTATIONS OF YOU AND YOUR ESCORT	RESULTS OF NOT MEETING EXPECTATIONS
<i>Follow all medical instructions.</i>	Ignoring medical instructions may lead to ineffective treatments, worsening of health issues, or complications in recovery.
<i>Follow the rules of health care facilities, boarding homes, airlines, hotels, and taxis.</i>	Disregarding rules can lead to denied services, legal consequences, or safety risks, particularly in healthcare and travel environments.
<i>Treat those you meet throughout your medical travel journey with respect.</i>	<p>Lack of respect towards staff at health care facilities, boarding homes, and others can impact service quality, and potentially lead to denied services or legal consequences.</p> <p>Any form of abuse, including verbal, physical, or mental, directed toward anyone during medical travel will not be tolerated.</p>
<i>Treat property that is not yours with respect.</i>	Any damages caused by you or your escorts or companions, will be your responsibility.
<i>Alcohol and drugs are not allowed during medical travel, or at facilities/airports.</i>	If you are under the influence of illegal drugs or alcohol in the boarding home, hotel, airport, or health care facility, you may be asked to leave and, in some cases, may not be permitted to return.
<i>Supervise the children traveling with you, at all times.</i>	Not supervising children can endanger their safety and disrupt others' experiences, potentially leading to health complications or accidents.

APPENDIX C

Medical Travel Support Team

WHO TO CALL FOR WHAT

ROLE	RESPONSIBILITY
<i>Nunavut health care providers</i>	<ul style="list-style-type: none">• Provide referral for care• Follow up after appointment as needed
<i>Out-of-community care provider</i>	<ul style="list-style-type: none">• Provide appointment for care• Provide medical care
<i>Community medical travel team</i>	<ul style="list-style-type: none">• Notify client of appointment• Complete Medical Travel Referral Form• Help client apply for Inuit Child First Initiative, additional Non-Insured Health Benefits and Extended Health Benefits• Notify client of escort approvals• Get itinerary from regional medical travel staff• Review client and escort ID for travel, get signatures on client and escort agreements, and provide itinerary• Help client with travel changes and appeals
<i>Regional health directors (or designate)</i>	<ul style="list-style-type: none">• Approve or deny escort request
<i>Non-Insured Health Benefits (NIHB) staff</i>	<ul style="list-style-type: none">• Approve additional escorts and benefits for eligible client
<i>Inuit Child First Initiative (ICFI) and Jordan's Principle staff</i>	<ul style="list-style-type: none">• Provide additional supports, resources, and coordination to eligible client

ROLE	RESPONSIBILITY
<i>Regional medical travel team</i>	<ul style="list-style-type: none"> • Book flights and accommodation for client and escorts • Answer non-medical travel questions
<i>Boarding home staff</i>	<ul style="list-style-type: none"> • Pick up and drop off client and escorts at airport • Take client to all appointments • Provide room and meals for client and escorts
<i>Case managers</i>	<ul style="list-style-type: none"> • Answer questions about medical care • Provide interpreters, manage clearance and provide other supports for client • Get client medical records and send them to their community health care provider
<i>Department of Health officials</i>	<ul style="list-style-type: none"> • Review appeals and make final decision on medical travel benefits

APPENDIX D

Getting Help and Contacts

CASE MANAGERS

Case managers can help you get the care you need when you are on medical travel and away from your community.

Case Managers can:

- Answer your medical questions
- Arrange for an interpreter
- Attend appointments if needed

After your appointments, case managers work with your out-of-community health care providers to get clearance for you to travel home. They also make sure that your care plans and medical records from your appointments are sent to your community health staff so they can continue your care when you get home.

You should reach out to your case manager if you require care support at any time in the medical travel process.

CASE MANAGERS PHONE NUMBERS

Iqaluit	Case Management at Qikiqtani General Hospital	1-867-975-8600 (extension 5703 or 5704 or 5439)
Ottawa	Ottawa Health Service Network Inc. (OHSNI)	Monday – Friday, 8am – 5pm: 1-613-523-7822 (extension 151) After hours: 1-613-297-7804
Winnipeg	Kivalliq Inuit Services (KIS)	1-204-989-1020
Yellowknife	Stanton Transitional Care Planning Team	1-867-767-9300 (extension 46881)
Edmonton	Northern Health Services Network (NHSN)	1-780-735-5761

MEDICAL TRAVEL SUPPORT

Regional medical travel staff book your flights, accommodation and some ground transport.

You can reach them Monday to Friday, 8:30 am – 5 pm for your **non-medical** travel questions. They are also available after business hours to respond to any urgent issues.

MEDICAL TRAVEL SUPPORT PHONE NUMBERS

- **Qikiqtaaluk:** Toll-Free: 1-866-371-3305
- **Kivalliq:** Toll-Free: 1-844-886-8020
- **Kitikmeot:** Toll-Free: 1-844-886-8010

If you want to appeal any medical travel benefits which you feel you were unfairly denied, ask your community medical travel clerk for the Appeal Form and if needed, help to complete it. Once the form is completed, email it for review to: medicaltravelappeals@gov.nu.ca

BOARDING HOMES

Medical boarding homes provide essential accommodations for NIHB eligible residents who must travel to urban centers for specialized medical care not available in their home community.

Boarding homes offer a supportive environment, ensuring that Inuit patients and their escorts have a place to stay during their medical treatments. They reflect the unique cultural needs of Inuit patients, often providing language services, traditional foods, other meals and ground transportation. By facilitating access to necessary healthcare services, boarding homes play an important role in improving the health outcomes and overall well-being of Nunavummiut.

If you are eligible, you, and your escort will usually be booked to stay in a boarding home which will take care of your housing, meals and ground transportation.

BOARDING HOMES PHONE NUMBERS

Iqaluit	1-867-794-0010	<i>Sailijaaqvik</i> 523 Niaqunngusiaruaq, Iqaluit, NU X0A 0H0
Ottawa	1-613-248-3552	<i>Larga Baffin</i> 1071 Richmond Road, Ottawa, ON K2B 6R2
Winnipeg	1-204-944-7110	<i>Larga Uquutaq</i> 1445 Portage Ave, Winnipeg, MB R3G 3P4
Yellowknife	1-867-766-3410	<i>Larga Kitikmeot</i> 5602 50 th Avenue, Yellowknife, NT X1A 1E7
Edmonton	1-780-477-6284	<i>Larga Edmonton</i> 8332 Sparrow Crescent, Leduc, AB T9E 8B7
Churchill	1-204-675-2270	<i>Iglualuk</i> 41 Hudson Square, Churchill, MB R0B 0E0

AIRLINES

- **Canadian North:** 1-800-661-1505
- **Calm Air:** 1-800-839-2256

TAXIS

There are many taxi companies which provide services where you might travel for medical care.

You can choose any licensed taxi for your transport. Below are a few options. Others can be located by doing a Google search, consulting a business directory, or by other means.

- **Iqaluit – Caribou Tuktu Cabs:** 1-867-979-4444
- **Ottawa – Blueline Taxi:** 1-613-238-1111
- **Winnipeg – Unicity Taxi:** 1-204-925-3131
- **Churchill – Churchill Taxi:** 1-204-675-2345
- **Yellowknife – City Cab:** 1-867-873-4444
- **Edmonton – Yellow Cab:** 1-780-462-3456

HEALTH INSURANCE PROGRAMS

There are several health insurance programs that cover Nunavummiut for medical travel, including private health care. Here are the main programs.

Nunavut Health Insurance Program	Phone: 1-800-661-0833 Email: nhip@gov.nu.ca
Extended Health Benefits Programs	Phone: 1-800-661-0833 Email: ehb@gov.nu.ca
Non-Insured Health Benefits (NIHB) (Northern Region)	Phone: 1-888-332-9222 Email: northern.region.nord@hc-sc.gc.ca
Inuit Child First Initiative (ICFI) And Jordan's Principle	Phone: 1-855-572-4453 Email: principedejordanrn-nrjordansprinciple@sac-isc.gc.ca

OFFICE OF PATIENT RELATIONS

The Office of Patient Relations assists clients and families to navigate the health care system. You can contact this office with questions, suggestions or concerns related to your care and services, including your medical travel experience.

- **Phone:** 1-855-438-3003
- **Email:** patientrelations@gov.nu.ca

COMMUNITY HEALTH CENTRES

Health care providers and community medical travel staff can be reached here. Nurses, doctors and other health care providers can help you get referrals for care, answer any of your medical travel questions, and follow up with your care when you return home. Medical travel clerks can help you with your travel questions and provide other support.

COMMUNITY	HEALTH CENTRE PHONE NUMBER
Arctic Bay	1-867-439-8816
Arviat	1-867-857-3100
Baker Lake	1-867-793-2816
Cambridge Bay	1-867-983-4500
Kinngait	1-867-897-8820
Chesterfield Inlet	1-867-898-9968
Clyde River	1-867-924-6377
Coral Harbour	1-867-925-9916
Gjoa Haven	1-867-360-7441
Grise Fiord	1-867-980-9923
Igloolik	1-867-934-2100
Iqaluit – Qikiqtani General Hospital	1-867-975-8600 (extension 5702 or 5705)
Kimmirut	1-867-939-2217
Kugluktuk	1-867-982-4531
Kugaaruk	1-867-769-6441
Nauyasat	1-867-462-9916
Pangnirtung	1-867-473-8977
Pond Inlet	1-867-899-7500
Qikiqtarjuaq	1-867-927-8916
Rankin Inlet	1-867-645-8300
Resolute Bay	1-867-252-3444
Sanikiluaq	1-867-266-8965
Sanirajak	1-867-928-8827
Taloyoak	1-867-561-5111
Whale Cove	1-867-896-9916

APPENDIX E

Medical Travel Benefits

Medical travel benefits may be available to you when a Nunavut health care provider decides that you need health care which is not available in your community. Medical travel benefits may include flights for emergencies and scheduled appointments, a place to stay while you're getting care, meals, and ground transportation to get to appointments from where you're staying.

Specific medical travel benefits depend on if you are an eligible Inuit or First Nations client for Government of Canada programs, a Government of Nunavut (GN) employee, have access to medical travel benefits from your employer, have a health care card from Nunavut or another province or territory, or have private insurance.

Some costs may be paid up front by the GN Medical Travel Program and in other cases, you might have to pay for some of the costs yourself and be repaid when you've completed your medical travel and have sent your receipts to the benefits payor. You need to check details with your payor as not all your expenses may be covered.

CLIENTS WITH MEDICAL TRAVEL BENEFITS FROM EMPLOYER

If you are a GN employee or family member enrolled under an employee's benefit plan, or you have medical travel insurance benefits from your employer or another party, *whether you are an eligible Inuit or First Nations client for Government of Canada programs or not*, you must pay for your meals, ground transportation, and in some cases, even your own accommodations. You may be repaid based on the benefits of your collective agreement when you submit required paperwork and receipts to your employer.

GN employees and their family members are expected to stay in a hotel and can request medical travel staff to book and pay for hotel accommodation up front. If you prefer, you can request community medical travel staff to book you in the boarding home, if you are eligible and there is availability. You can also submit an interim claim, through the Department of Finance, to pay for your meals and ground transportation.

ELIGIBLE INUIT OR FIRST NATIONS CLIENTS FOR GOVERNMENT OF CANADA PROGRAMS

Government of Canada pays medical travel costs for eligible Inuit and First Nations clients and their approved escorts *who do not have other insurance benefits*. This funding is provided by Non-Insured Health Benefits (NIHB) from Indigenous Services Canada.

You and your escorts will usually stay in GN boarding homes which will take care of your housing, meals and ground transportation.

Nunavut Inuit may also apply to the Inuit Child First Initiative (ICFI) for additional medical travel benefits or supports. Other NIHB-eligible clients may be eligible for benefits under Jordan's Principle.

NUNAVUT RESIDENTS WITHOUT OTHER INSURANCE BENEFITS

If you have a Nunavut Health Care Card, are not NIHB-eligible, and do not have any employer or third-party medical travel insurance, the GN will pay your airfare less a \$250 round trip co-payment. You book and pay for your own accommodation, meals and ground transportation. In cases of financial difficulty, you can apply for Extended Health Benefits to help pay for the co-payment, accommodation and ground transportation costs.

MEDICAL TRAVEL CLIENTS – WHO BOOKS AND PAYS

Clients who have a Nunavut health card number can use the table below to determine who will book their travel and what is covered by their insurance.

Clients who have private insurance or are paying for health care themselves must make their own arrangements for medical travel. In case of emergency, medical travel staff will book your flight to the place of care, and you will have to arrange for your travel home and pay back the cost of your airfare to place of care.

Clients who have a health card number from another territory or province will have to check with their government health insurance provider to learn about their benefits.

CLIENT GROUP	FLIGHTS	ACCOMMODATION	MEALS	GROUND TRANSPORTATION
GN employees*	Booked by GN Health, paid by employer	Booked by GN Health, paid by employer**	Per diem amount paid by employer at end of travel	Booked and paid by client, paid by employer at end of travel***
Other employees with medical travel benefits	Check with employer	Check with employer	Check with employer	Check with employer
Government of Canada Inuit or First Nations clients <i>who do not have employee medical travel benefits</i>	Booked by GN Health, paid by NIHB and GN	Booked by GN Health paid by NIHB and GN	When possible, provided by boarding home, or booked by GN Health and paid by NIHB and GN	Booked by boarding home, or medical travel and paid by NIHB and GN
Government of Canada Inuit or First Nations clients approved for Inuit Child First Initiative (ICFI) or Jordan's Principle	Booked and paid by ICFI or Jordan's Principle	Booked and paid by ICFI or Jordan's Principle	Paid by ICFI or Jordan's Principle	Booked and paid by ICFI or Jordan's Principle
Nunavut residents <i>with no additional insurance</i>****	Booked by GN Health, \$125 each way billed to client	Paid by client, can submit receipts to EHB	Paid by client, can submit claim for meal allowance to EHB	Paid by client, can submit receipts to EHB
Health card holder from another territory/province	Booked by GN Health for emergency situations, billed to client	Paid by client	Paid by client	Paid by client
No health insurance provided	Booked by GN Health for emergency situations, billed to client	Paid by client	Paid by client	Paid by client

* Check with your GN compensation and benefits officer to determine your benefits.

** Medical travel will book and pay for your accommodation, if requested. You may have to give your credit card to the hotel as a deposit when you check in. This will be used to pay for any extra charges you bill to the hotel. When you check out, the deposit, less any charges, will be returned to your credit card.

*** You will be paid back for travel to and from your accommodation to the airport and to and from your appointments. Public transit, taxis, and ride-sharing services will be paid. Car rental expenses will not be reimbursed. See GN Employee Medical Travel Guidelines developed by the Department of Finance for more details.

**** You can apply to the Nunavut Health Insurance Program for Extended Health Benefits. If you are eligible, you will be paid back for some of your travel and accommodation costs.

ESCORTS

A Nunavut health care provider might recommend that you travel with an escort to help you safely get to your appointment and receive care. You can request an escort once you have your appointment details. All escort requests are approved by your regional health director or delegate based on your need for support. If your Nunavut health care provider recommends the support of two escorts, your request will also be reviewed by Non-Insured Health Benefits (NIHB). Second escorts are only approved for exceptional cases.

CHOOSE YOUR TRAVEL ESCORT WISELY

Escorts must be responsible and at least 19 years old. They must be able and willing to help you to get the health care for which you are traveling. The escort must agree to stay with you for a minimum of **4 weeks** if you have appointments over a long period of time. Your escorts should be from your community. Only in special cases, escorts who are mature minors who are 18 years old or from outside your community will be approved.

QUESTIONS FOR ESCORTS	YES	NO
Can you take time off work, or away from your family to travel with me?		
Are you able to be my escort for a minimum of 4 weeks, if needed?		
Do you agree to be responsible and to follow the rules of where we will be staying (boarding home or other)? These rules may include no drinking, no drug use, etc.		
Can you change your schedule on short notice if my medical travel changes suddenly, or is extended?		
Do you know you must go with me to all appointments, tests, and treatments?		
Can you interpret or translate for me, if needed?		
Can you take notes for me during appointments?		
Can you help me read and understand forms, if needed?		
Can you help me with getting my medications from the pharmacy and any supplies I may need?		
If there are discharge instructions that I need help with, are you able to assist me?		
Are you familiar with medical terms?		
Do you expect me to cover your expenses, or give you money for your help?		
Do you have a valid government issued ID?		
Are you comfortable staying in the same room with me?		

The best escort to take with you will answer most of these questions with YES.

If there are more than a few NOs, they may not be able to support your needs on your medical travel journey and perhaps you should look for another person to escort you.

CHILDREN ACCOMPANYING CLIENTS

As a patient, you may request your infant child (under the age of 2) accompany you on medical travel. If you are traveling as an escort to your child who is under 18 years old, you can request your other infant child accompany you both on medical travel. You will have to arrange for childcare when you are attending the appointment and provide the contact information of the caregiver. Note, in all other cases, escorts cannot bring along their infant children.

You may be eligible to apply for other benefits to support having a child accompany you, outside of GN Medical Travel.

One of those resources is the federal program, Inuit Child First Initiative (ICFI). Information on ICFI can be found here: <https://www.sac-isc.gc.ca/eng/1536348095773/1536348148664>

Another federal program, Jordan's Principle, is for NIHB eligible, non-Nunavut Inuit clients. Information on Jordan's Principle can be found here: <https://www.sac-isc.gc.ca/eng/1568396042341/1568396159824>

APPEALS

There is a process to appeal any GN staff decisions about your medical travel.

An Appeal Form must be completed and emailed to health officials to review your case. Your community medical travel clerk can help you with this process.

APPENDIX F

Frequently Asked Questions

MEDICAL TRAVEL

Who can refer a client for medical travel?

Nunavut practitioners can refer a client to the nearest approved centre where the appropriate care is available.

Who are Nunavut practitioners?

Nunavut practitioners are people licensed to deliver health services in Nunavut through employment or a contract with the Government of Nunavut. These include physicians and nurse practitioners.

Who does the Medical Travel Policy apply to?

The Medical Travel Policy applies to all residents of Nunavut with a valid Nunavut health care card and a referral from a Nunavut practitioner.

Can I travel from outside the territory to my medical appointment?

Medical travel must start in Nunavut and cannot begin from outside the territory.

What happens if clients or their escorts for medical travel come from a different community than where they live? Can these individuals travel back to their home community after their appointment?

Clients and their escorts are returned to the community where their medical travel started. They may request to be returned to a different community with the approval of a regional executive health director. Each situation is reviewed on a case-by-case basis.

When does approved travel start and end?

Approved medical travel starts on the first flight before the client's appointment and ends right after their last appointment or once they are medically cleared to travel and return home.

Are case managers available/assigned to all clients on medical travel?

Nurse case managers are assigned to all clients who are hospitalized or who have complex medical needs.

TRAVELING

What should I do if I need to bring a prosthesis in my baggage?

When you check in, let the airline staff know that your luggage contains medical devices, and you should not be charged for extra luggage.

How are flights booked and changed while on medical travel?

Medical travel flights are purchased after a medical appointment has been arranged and the client has confirmed they are able to attend. Clients and escorts are not permitted to miss medical travel flights without proper notice or a valid reason.

The regional medical travel team will work with community medical travel clerks and airlines to manage travel for clients whose flights are missed or cancelled due to weather or mechanical issues. When medical travelers are not able to return home in a reasonable timeframe due to seat availability, the regional medical travel team works with airlines to make seats available when possible.

Clients and escorts wishing to return to Nunavut can contact their case manager or regional medical travel office for assistance. Flights will not be booked by the medical travel team until clearance is given by the healthcare provider.

APPOINTMENT AND CARE

What can I do if I have concerns about my care?

If you are unhappy with the care you have received, speak to your health care provider about the issue. If you are uncomfortable with bringing the issue up with your health care provider, you can contact your case manager. You can also contact the Patient Relations department of the facility where you are receiving care or get in touch with the GN Office of Patient Relations (OPR). Health makes all efforts to ensure that clients are happy with the level of care they receive and will work with you to resolve any issues that may arise.

ESCORTS

Who decides if a client should get an escort?

A client or their guardian may request an escort. A Nunavut practitioner must note their support or the reason why they do not support the request. The escort request is then approved or denied by the regional health director based on the Medical Travel Policy regarding escort eligibility.

When is a client escort approved?

An escort will be authorized when:

- There is a need for legal consent by a parent or guardian;
- The client has a mental or physical condition which makes them unable to travel without additional assistance;
- A client does not speak English and needs to travel for medical care where interpretive services are not available. The escort will be required to speak both the client's language and English;
- The escort will participate in the client's treatment plan when they return home and will receive instructions on care that cannot be given to the client only;
- The client is travelling to give birth; or
- The client is unilingual speaking in an Inuit language and is 65 years or older.

Do elders automatically get a client escort?

No, elders do not automatically get an escort. Escort requests are submitted based on the elder's eligibility, need and desire for an escort.

If I am denied an escort or another medical travel benefit, can I appeal that decision?

What is the process?

The Medical Travel Policy allows medical travel clients, guardians, and escorts to file an appeal if they have been denied a benefit that they believe they are eligible to receive. An Appeal Form must be completed and emailed to medicaltravelappeals@gov.nu.ca. Your community medical travel clerk can help you with this process. Health officials will review your appeal and advise you of their decision within 5 business days of receiving the appeal. The decision is final and there are no further levels of appeal.

What happens if a client or escort becomes incarcerated while on medical travel?

If a person is jailed while on medical travel, they must follow the laws and legal processes of the territory or province they are incarcerated in. When the individual is released, it is their responsibility to arrange and pay for their own travel costs to return to their home community.

If my escort is unable to provide the support I need, can I get another escort?

This is one of the reasons why it is so important to select an appropriate escort. Your escort has agreed to support your medical travel needs for at least 4 weeks. If your escort cannot provide the help you need, you can request an escort switch, but this is only considered under exceptional circumstances. It is important to choose your escort wisely.

INSURANCE AND BENEFITS

What medical travel benefits are covered by the Nunavut Health Care Plan?

Health will make travel arrangements for airfare and, in some cases, accommodations, meals and ground transportation depending on the terms and conditions noted by the client's insurance provider. The level of benefits a client receives is based on the client's ability to access other insurance in addition to the Nunavut Health Insurance Plan. For example:

- Non-Insured Health Benefits Program (NIHB);
- Inuit Child First Initiative;
- Extended Health Benefits Program;
- GN Employee Dental and Health Benefits Plans;
- Public Service Health Care Plan; and
- Private insurance plans.

Who is eligible for the Non-Insured Health Benefits program (NIHB)?

To be eligible for NIHB benefits, a client must be a resident of Canada, and one of the following:

- an Inuk recognized by an Inuit land claim organization as outlined in Inuit client eligibility for the NIHB program;
- a First Nations person who is registered under the Indian Act (commonly referred to as a "Status Indian"); and
- a child less than 2 years old whose parent is an NIHB-eligible client.

I am a GN employee. What benefits am I entitled to?

Check with your GN compensation and benefits officer to determine your benefits which depend on your type of employment. Information on benefits for GN employees can be found in the GN Employee Medical Travel Guidelines developed by the Department of Finance.

I am on income support, what happens when I am away on medical travel?

Please contact the income assistance worker in your home community regarding any concerns about your income support benefits.

Why do some regions have different Non-Insured Health Benefits (NIHB) reimbursement rates for accommodations, meals, and ground transportation?

Each territory or province has a separate agreement with the federal government to cover a portion of medical travel costs for Non-Insured Health Benefits (NIHB). This agreement notes the rates for airfare, accommodations, meals, and ground transportation which will be covered by the federal government. The Government of Nunavut pays for the rest of the costs.

Why should clients not travel back to Nunavut to “reset” their benefits?

It's important to contact your case manager as soon as you know your medical travel will extend beyond your period of GN benefits. Your case manager can help coordinate coverage between programs and support a smooth transition to the benefits that best meet your needs. Case managers and discharge planners work together to ensure that benefits are managed appropriately, without unnecessary travel or disruption of care.

If I am on personal travel outside of Nunavut, do I need to purchase third party medical travel insurance?

If you are on personal travel outside of Nunavut, whether it be for holidays or other reasons, it is recommended that you purchase a private third-party medical travel insurance policy or confirm that you have travel coverage through your employer or other means. A medical travel insurance policy provides emergency transport, help, and medical coverage in the event of an accident, injury, or sickness beyond your control while you are out of territory. Travel insurance can pay for some of the high medical travel costs associated with being ill while travelling outside of the territory. Medically required physician and hospitalization costs are covered with your Nunavut Health Care Card anywhere in Canada, but costs associated with travel are not.

If I am on personal travel outside of Nunavut, but within Canada, and I become sick or injured, will I be covered under the Nunavut Health Care Plan?

Hospitalization and associated physician costs may be covered through your Nunavut Health Care Plan coverage, but other costs such as travel, escort travel, meals, accommodations, would not be covered. This is why it is important to check and make sure you have medical travel insurance whenever travelling outside of the territory.

If I am on personal travel outside of Canada, will I be covered under the Nunavut Health Care Plan?

The Nunavut Health Care Plan provides limited reimbursement when you access medically required services outside of Canada. It is strongly recommended that you buy travel insurance or make sure that you have travel coverage through your employer or other means that cover costs associated with medically required hospitalization and physician services, as well as medical transportation.

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This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Department of Health, Government of Nunavut

Address: P.O. Box 1000, Station 1037
Iqaluit, Nunavut X0A 0H0

Regional Medical Travel Office

Email: MedicalTravelInquiry@gov.nu.ca

Phone: ***Qikiqtaaluk Region*** (Toll-Free) 1-866-371-3305
Kivalliq Region (Toll-Free) 1-844-886-8020
Kitikmeot Region (Toll-Free) 1-844-886-8010

Office of Patient Relations

Email: patientrelations@gov.nu.ca

Phone: 1-855-438-3003

