

## RESPONSIBILITIES OF THE PATIENT

- ♦ The refund claim must not **exceed 2 months** from the date that the treatment was completed.
- ♦ It is your responsibility to keep your copies of the documents for income tax or insurance purposes.
- ♦ It is your responsibility to verify with your personal insurance (at work or other) if you are entitled to a refund for your expenses.

## ACCOMMODATIONS

A list of accommodations is available at the transportation office. It will be given to you upon request.

## CHOICE OF THE PATIENT OR HIS FAMILY

The patient will receive his care and services in the establishments within the health and social services network according to the service agreements with the CISSS des Îles. If the patient or his family wants a different establishment or a more expensive means of transportation than those designated, the patient or his family will have to cover the costs of his travel.

This document was translated by CAMI

For all information concerning airline flights, contact the **Agence Club Voyages des Îles** at 418 986-4224 ext. 2. Leave a message with your name and phone number.

\*\*\* A fee will be charged to the patient when changing a reservation without a medical reason.

For transportation by boat, contact Groupe CTMA to obtain your reservation.

\*\*\* Don't forget to keep your boarding pass and proof of reservation for the transportation office.

For all other information, please contact the CISSS des Îles Transportation Office at 418 986-2121, ext. 8412. The office is located on the 3rd floor of the hospital, local 3300.

Centre intégré  
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des Îles

Québec 

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## TRANSPORTATION OF PATIENTS TO ANOTHER ESTABLISHMENT WITHIN THE HEALTH AND SOCIAL SERVICES NETWORK



(Photo : Gouvernement du Québec)

## INTER-ESTABLISHMENT TRANSFER: **DASH (MEDICAL SHUTTLE)** **OR JET (HOSPITAL PLANE)**



## OBJECTIVE

To facilitate the transfer of patients to the closest medical facility offering services that are not available locally.

### ELIGIBILITY CRITERIA

- ♦ Be a Quebec resident.
- ♦ Be admitted to a hospital or a CHSLD (nursing home).
- ♦ Be registered in the emergency department or a designated CLSC.
- ♦ To obtain a service recommended by the doctor of the CISSS des Îles and authorized by the director general or his delegate.
- ♦ Travel from the CISSS des Îles to the closest medical facility within the health and social services network that is able to offer the services.

### TRAVEL PROCEDURE

The means of transportation used by the medical facility is chosen according to the medical evaluation of the patient.

### PAYMENT RESPONSIBILITY

CISSS des Îles does not assume the costs of a user who has had to be hospitalized during a personal stay (e.g., vacation) in an establishment outside the Islands. Likewise, it does not assume the cost of returning to the Islands for a visiting user (main residence outside the Islands). For further information, please contact the CISSS des Îles transportation office at 418 986-2121 ext. 8412.

### ACCOMPANYING PERSON (ESCORT)

- ♦ It is the responsibility of the facility to determine and pay for medical support.
- ♦ The decision to provide social or family support is the responsibility of the facility's physician and must be medically justified, while meeting the criteria determined by CISSS des Îles.
- ♦ A companion may be authorized for persons under 18 and over 80 years of age.
- ♦ The accompanying person must take the flight closest to the departure of the shuttle or air ambulance: either the flight preceding or following the user's departure. If car transport is chosen, departure must be within 24 hours.
- ♦ If the user's physical condition permits, and with the authorization of the receiving doctor, a return trip by scheduled flight or boat is possible. Transportation costs are covered by CISSS des Îles. In the event of a long stay, you can ask the outpatient physician to arrange for you to meet with a social work resource, in order to assess whether accommodation and

meal assistance resources are available under special agreements between this hospital and accommodation providers.

- ♦ To ensure the patient's comfort, bring a jacket or small blanket, shoes or thick socks to keep out the cold.

### SPECIAL FEATURES

- ♦ The cost of returning patients transferred by CISSS des Îles who die outside the hospital will be assumed by our facility.
- ♦ In cases of substance addiction, other transportation arrangements apply.

N.B. For people with extended stays, it is possible to claim unreimbursed amounts on your income tax return. Keep your receipts for this purpose, as well as a copy of the transportation form.