

## RESPONSIBILITIES OF THE PATIENT

- ♦ The patient **who does not show up for his appointment must reimburse all the expenses incurred by the CISSS.**
- ♦ If there are major reasons preventing you from going to this appointment, please notify the transportation office of the CISSS or leave a message in the voice box - ext. 8412 and notify the concerned medical facility that you will not be there.
- ♦ The patient who changes his return date on the plane ticket without consent or for personal reasons must reimburse the penalties incurred.
- ♦ No reimbursement will be given if the pink paper is not signed by the concerned medical facility. It is important to clearly indicate **the dates and times of each appointment** in order to obtain the appropriate refund.
- ♦ Reservation confirmation, original boarding passes and boat reservation paper are required for reimbursement.
- ♦ The refund claim must **not exceed 2 months from the date that the treatment was completed.**
- ♦ It is your responsibility to keep copies of your tax and insurance documents, as well as a copy of the transport form.
- ♦ It is your responsibility to verify with your personal insurance (at work or other) if you are entitled to a refund for your expenses, in addition to the amount paid by the CISSS des Îles.

## ACCOMMODATIONS

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

For flight information, contact Agence Club Voyages des Îles at 418 986-4224 ext. 2. Please leave a message with your name and telephone number.

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

\*\*\* Don't forget to keep your round-trip boarding passes to hand in at the transportation office, along with your proof of reservation.

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 local hospital 3300 (opposite the elevator).  
E-mail:  
[johanne.lapierre.cisssdesiles@ssss.gouv.qc.ca](mailto:johanne.lapierre.cisssdesiles@ssss.gouv.qc.ca)

Centre intégré  
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## TRANSPORTATION OF THE ELECTIVE CLIENTELE (DEPARTURE FROM THE MAGDALEN ISLANDS)



(Photo : Pascan Aviation)

## OBJECTIVE

To provide patients with financial assistance in order to offset **a part** of the costs incurred for their stay and travel to the closest medical facility within the health and social services network that is able to offer health care and services.

### ELIGIBILITY CRITERIA

- ♦ Be a Quebec resident and show proof that your main place of residence is on the Magdalen Islands.
- ♦ All requests regarding health care or services must be required and recommended by a doctor while respecting our service guidelines and must not be available locally.
- ♦ Authorization from the director or his delegate, and this, before departure.
- ♦ The care and services must be covered by the RAMQ.
- ♦ The care and services must not be covered by another program (CNESST, SAAQ, etc.)

### OUTPATIENT CARE OR SERVICES

The patient who is expected at a medical facility to be hospitalized or for an outpatient appointment **must take all necessary measures to be there on the requested day.**

In regards to substances addictions, other terms and conditions apply for transportation.

## ACCOMPANYING PERSON (ESCORT)

- ♦ The CISSS des Îles has determined a criteria list in order to authorize, or not, a person to accompany the patient. The criteria takes into account the medical condition of the patient or the requirements issued by the receiving medical centers. Only one escort is authorized per patient, when required.
- ♦ The doctor will specify if it is necessary to have a person accompany the patient by taking into account the criteria outlined by the establishment.
- ♦ A person can not act as an escort if he, himself, requires an escort for his own travel.
- ♦ The director general or his representative will authorize the need for an escort.
- ♦ An escort can be authorized for people under the age of 18 years and for those 80 years of age and over.

### REIMBURSEMENT FOR SPECIFIC PATIENTS

#### (cancer treatment, transplants, long-term outpatient hemodialysis)

Patients who need to receive long-term services in regards to cancer treatment (radiation therapy), to a transplant or long-term outpatient hemodialysis, in addition to receiving regulatory travel expenses, they will also be reimbursed for their lodging in the hotellerie or an amount equivalent to the daily rates charged by the approved housing accommodations from the list provided by the Agence de la santé et des services sociaux Gaspésie Îles-de-la-Madeleine (ASSS); it is the same for escorts when required. If the patient stays in another place (with family-hotel-apartment), he will be reimbursed for two nights as outlined in the Ministry's transportation policy.

## PAYMENT RESPONSIBILITY

The CISSS des Îles will assume the payment according to the following conditions :

- ♦ The cost of a return plane ticket or a lump sum if the transportation is by vehicle, upon presentation of a travel request, duly completed and signed by the doctor **before departure** for the patient and his escort, and this, upon medical justification for the need of this escort.
  - ♦ Airline travel is preferred.
  - ♦ If the patient chooses to travel by vehicle and his medical condition does not allow him to return by the same means, no refund will be offered for the return of the vehicle. Only a plane ticket will be reimbursed for the return.
- N. B. When travelling by vehicle, the ferry receipts are required.**

### Reimbursement for meals, accommodations and other

According to the MSSS' policy, the CISSS des Îles gives a lump sum according to the following guidelines:

- ♦ A lump-sum amount will be paid to the patient for meals and lodging. If the doctor authorized a family or social escort, a lump-sum amount per night is given to him. These amounts are paid for up to a 2 night stay for the Magdalen Islands. Taxi costs to and from the airport to the hospital will be reimbursed upon presentation of supporting documents (receipts) to a maximum of 100 \$.
- ♦ People who are benefiting from a government program are not eligible.
- ♦ During an **extended stay**, you can ask the **external doctor** to have you meet with a social worker in order to assess whether support resources are available in terms of accommodations and meals in keeping with particular agreements between the external hospital and the providers of accommodations.