

Medical Transportation

Ontario Region Non-Insured Health Benefits Program

To: Sioux Lookout Nursing Stations/Health Centres
Chiefs and Councils/Health Directors
Indigenous Services Canada Partners

From: Julie Caves, Senior Manager, Program Delivery
Shelley Hakala, Acting Manager, Program Delivery
Candy Rubenick, Acting Program Officer, Program Delivery

Date: February 7, 2024

Important Update: Sioux Lookout Medical Transportation Services

We are writing to provide you with an important update on the Non-Insured Health Benefits (NIHB) program. This update is specific to medical transportation services for Sioux Lookout individuals travelling to Thunder Bay.

Round Trip Travel from Sioux Lookout to Thunder Bay

Effective **February 15, 2024**, Sioux Lookout area travellers will be scheduled for round trip travel when accessing an eligible medical appointment in Thunder Bay. This means travel both to Thunder Bay and return travel back to Sioux Lookout will be done in one booking. Clients will be aware of their entire travel arrangements from start to finish. This is a change from the previous process of booking two separate individual trips.

This change will minimize the time clients spend away from their home community, provide a clear understanding of the complete travel arrangements, and create a more convenient and supportive experience for NIHB medical transportation travellers.

The process for requesting medical transportation does not change. This continues to be completed by the NIHB Sioux Lookout office. Wequedong Lodge will also continue to assist with accommodations as well as transportation to and from the airport while individuals are in Thunder Bay for medical appointments.

We are committed to ongoing evaluation of our NIHB program and work towards continuous improvement. These changes will streamline the process and improve the overall experience for Ontario travellers using NIHB medical transportation services.



About NIHB: The NIHB program provides coverage for a range of health services for registered First Nations and recognized Inuit, which includes prescription drugs, over-the-counter medications, dental and vision care, medical supplies and equipment, mental health counselling, and transportation to access health services that are not available locally.

Please contact us if you have questions.

Sincerely,
Julie Caves,
Senior Manager, Program Delivery, NIHB

**Indigenous Services Canada, First Nations and Inuit Health Branch
Non-Insured Health Benefits (NIHB) Contacts**

Candy Rubenick, Acting Program Officer, Program Delivery, candy.rubenick@sac-isc.gc.ca

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Ontario Region NIHB Client Information Line, Monday - Friday: 7 am - 3 pm (CST)

Call: 1-800-640-0642

Toll Free: 1-888-284-8885

Emergency After Hours Line

Call: 1-833-675-3081

Sioux Lookout Office

Email: slnihbmedtravel-voyagemedssna@sac-isc.gc.ca

Fax: 807-737-3879

Medivacs & Urgent Fax: 807-737-8057

Sioux Lookout On-call Weekends & Holidays: 8 am – 4 pm (CST)

Call: 1-888-283-8885

Thunder Bay Discharges Wequedong Lodge

Call: 1-807-625-6039

Fax: 1-807-622-5160

Sioux Lookout First Nations Health Authority (SLFNHA) – Discharges

Call: 1-807-737-5080

