Indigenous Services Canada | Services aux Autochtones Canada

MEMORANDUM

To: Health Directors, Medical Transportation Clerks, Health Care Professionals

From: Adan Abdi, Sr Director, ISC

Date: October 13, 2026

Subject: **Modifying or Changing Booked NIHB Medical Travel**

Thank you for your ongoing support in helping clients access NIHB medical transportation services.

To ensure we can respond efficiently to the travel needs of all clients, we are seeking your assistance in communicating the following changes to our booking process for medical transportation and accommodation arrangements.

> **Effective immediately, once travel and accommodation arrangements have been booked and confirmed, changes will only be considered when supported by a medical requirement or other exceptional circumstance supported by appropriate documentation.**

We have experienced an increase in requests from clients to modify transportation and accommodation arrangements after their bookings have already been confirmed. Processing these change requests requires considerable time and diverts our team's efforts away from arranging travel for new transportation requests.

Exceptions: There are some situations when medical or exceptional circumstance may exist.

Circumstances when amending booked travel may be needed:

- Client has been admitted to hospital.
- Client has another appointment booked.

Circumstances when changing booked accommodations may be needed:

- Client had experience safety issues at the hotel.
- Client is no longer welcome at the hotel.
- Client requires full meals due to medical condition such as diabetes.
- Client requires an accessible room.

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We ask that you continue to work with clients during the initial travel request process stage to ensure that:

- Travel dates align with their medical appointment and treatment schedule.
- Accommodation requirements are identified on the NIHB MT Application From (attached).
- Any travel preferences (e.g. staying longer for personal reasons), special requests, or other requirements are communicated on the NIHB MT Application From before bookings are finalized.
- Clients understand that changes requested after booking may not be accommodated by NIHB.

Due to current service demands and high travel volumes, NIHB will generally not modify or rebook transportation or accommodations based solely on personal preference or for convenience after the arrangements have been confirmed.

These measures will help ensure that our team is focused on supporting timely access to care for all clients and reducing delays in arranging medical travel.

Thank you for your continued collaboration and commitment as we strengthen and improve the Medical Transportation Program.

If you have any questions, I can be reached at: adan.abdi@sac-isc.gc.ca

Sincerely,



Adan Abdi

Sr Director

Attachement: NIHB MT Application Form.