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Canada

Staff Resource: How to Submit NIHB Medical Transportation Travel Requests for Clients in Ontario

This document provides an overview of the NIHB medical transportation booking process and the role of the Medical Clerk in submitting requests and supporting clients.

- A health care provider makes a medically necessary out-of-community client appointment.
- The community health facility and client receive the notice of appointment from the medical specialist or hospital.
- At this time the client should visit the health facility to get a copy of the NIHB medical transportation request form and checklist if they intend to use NIHB for travel and/or accommodations.

For Staff Action (Medical Transportation Clerk):

- Provide the client with the NIHB travel form and checklist. Ask if they will require an escort for travel and provide the escort form as needed.
- Ask the client to complete the form(s) following the checklist. **Offer the client support** if they have any questions or are having difficulty completing the form(s).
- Advise the client:
  - **The form must be returned to the Clerk at the health facility. You will submit the completed request to NIHB.** Forms should not be sent in directly by the client. All requests must be sent through the clerk at the community health facility.
  - **Travel requests must be submitted 10 days or more before the appointment date.** (Exceptions can be made for short notice, urgent travel needs.)

- When the client returns the completed travel request form(s), it is important that **you review the documents**. **Ensure all required sections are complete as per the checklist.** Missing information can cause booking delays for the client.
- Ensure the travel package is complete. It should include:
  - the completed travel form
  - the escort form (if required)
  - the client's notice of appointment
- Send in the complete travel package to NIHB 10 days or more before the appointment date (if possible).
  - **Fax to: 1-866-551-5650**
  - If fax is unavailable, it can be emailed to: nihbslurgent-urgentssnasl@sac-isc.gc.ca
- Only send the travel request in **once**. Duplicate submissions complicate the process and may cause further delays. We appreciate your support in only submitting once.
- If there is any missing information NIHB will contact the Medical Transportation Clerk or the client as needed.
- Once NIHB has processed the request, a completed travel package with the client's travel arrangements will be sent back to you at the health facility for the client.
- Contact the client and provide them with their travel package.
- ***Travel by car:*** If the client intends to travel by car, they are encouraged to speak with you about their travel plans. They may need to book accommodation through NIHB (use the standard travel request forms) or they may wish to get reimbursement for mileage following their travel. Please assist them with the necessary reimbursement form as needed.

Thank you for supporting clients to access NIHB medical transportation.