PROCESS: Transportation from Community to Hospital

Value Statement: TBD

Organization(s): SLMHC, NIHB, Health Canada
State: Current
Start Point: Distributie Benefits Request
End Point: Patient Registers at SLMHC Admissions Dept

Last Revision Date: Nov 16 2011
Validation Date: -
Prepared By: Jeff Doleweerd and Tim Berezny
Observation: Oct 12 2011

Supporting Documentation e.g., appt. info, req'n etc (fax copy)

NIHB Health Benefits Request Form (fax copy)

Q: How many people don't have phones? (probably can get at least 80% via phone) - other can get a hold of a family member

Ontario Medical Travel System

NIHB Travel Warrant "Binder"

NIHB Travel Warrant (fax copy)

NIHB Accommodation Warrant (fax copy)

No no-fly list connected to AmeliaRes

Once they get cell phone towers up, people can be called directly

NIHB Specialist Appointment Confirmation Form

NIHB Appointment Warrant

Nurse only look in "travel warrant binder" when get a call due to no show

AmeliaRES - Wasaya Booking System-

1 Distribute Benefits Requests

By: Central Clerk
At: NIHB office Sioux Lookout

- Request Fax received to central machine (paper)
- Clerk checks hourly
- Read fax to identify relevant northern community
- Distribute referral to 1 of 10 benefit specialists, each assigned to 3 or 4 communities

Variations
V1: When GP is in north, the number of requests for that region goes way up
V2: If no community is named, must search in database for person's name and DOB
V3: May need to be rerouted to Benefits specialists situated in northern community

 # Employees: 1
Availability: 8am-4pm (+ on call?)
Volume of faxes: "100s daily"
5 min

1 hr

"Our numbers have been increasing"

Batch Size: 10-30 Requests

1.5 hr

2 Review Request

By: NIHB Benefit Specialist
At: NIHB Sioux Lookout Office

- Read referral
- Look for date of travel request
- Triage by:
  1. Discharges
  2. Accommodation extensions
  3. Last minute appointments
  4. Next week
  5. Later
- File paper referral chronologically by date of requested travel date
- Check Ontario travel medical system for previous referral (is this duplicate or new)
- Leave for 1-2 weeks before appointment

Variations
V1: When away, fax forwarded to covering benefits clerk

 # Benefits Specialists: 9
Availability: 8am-4pm Mon-Fri
After hrs voicemail
5-10 min per referral

Note: NIHB request MUST include a physician's signature. Otherwise returned

Batch Size: 100s Requests

File

~2 weeks

Note: Wait to get appointment information into system 4 weeks before appointment. Then do travel 2 weeks before

3 Register Appointment

By: Benefit Specialist
At: NIHB Sioux Lookout

- Open Ontario Medical Travel System
- Enter information about procedure and/or request for accommodation
- Note urgency, specialist, type of appointment (consultation vs. surgery vs. follow-up) + any special instructions
- Fax appointment warrant to nursing station or other location where patient is located "so nursing station can speak to client"
- Process escort requirements- MUST BE MEDICAL NEED NOTED
- Fax "Specialist Appointment Confirmation Form" to (referrer or diagnostic provider?) indicating "Prior approval #" and requesting "Specialist representative signature).

Variations
V1: If first time leaving community, must add person to OMTS- Create APPROVAL #
V2: "5%" get rejected due to prior no-show
V3: Reject due to lack of signature or other documentation
V4: If it is an urgent appointment, do travel right away

 # Benefits Specialists: 9
Availability: 8am-4pm Mon-Fri
After hrs voicemail
10 min

Batch Size: 1 referral

FAX

1 day

Batch Size: "many"

File

Client

4 Receive appointment info @ northern community

By: Nursing Station Travel Clerk
At: Nursing Station

- Appointment warrant received by fax
- Make copy-
- Walk copy over to travel clerk desk
- Indicates: Name, DOB, client #, address, appointment date & time, referral urgency, travelling from/to, specialist name & address, escort approval, general comments

Variations
V1: - Travel clerk puts copy of warrant into the envelope marked for day of travel
V2:

 # Employees: 1
Availability: Supposed to be available 9-5
 # Nursing Stations: 28
10 mins

~ 2 wks

Batch Size: 1-10 referrals

days to weeks?

5 Inform Patient of Appointment

By: Northern Community Travel Clerk
At: Nursing Station

- Review Appointment Warrant
- Travel clerk verbally advises patient of app't- by phone/ black radio or in person
- Inform patient of escort approval
- No acknowledgement pt is reached, no confirmation that arrangements in place
- Patient picks the escort (nobody approves)

Variations
V1: Fax may not arrive
V2: May wait to receive travel warrant with travel details before informing pt
V3: Some patients may not have phones- may reach with black radio (walkie talkies) everyone listens to nursing station black radio - depends on clerk, community, relations between people

 # Employees: 1
Availability: Supposed to be available 9-5
 # Nursing Stations: 28
5 min

6 Book Transportation

By: Benefit Specialist
At: NIHB Sioux Lookout

(wait for 2 weeks prior to travel date)
- Go to AmeliaRes, book travel to Sioux Lookout (not return). Act as the "Booking Agent". - Go on to Corporate account view (note FROM, TO, Departure Date,)
- Only book one way
- Complete travel warrant: (includes: Includes: approval #, warrant #, client name, travel to/ from, date/time, cost, airline, comments. Note: TO WASAYA AIR)
  - Fax to nursing station.
  - Send to airline

NOTE: Fax accommodation warrant to Hostel (for 2 nights)- Only fax these day before or day of accommodation

Variations
V1: Patient arranges own travel due to prior no-show
V2: If coming from Western Side may have to book Bearskin seats
V3: Sometimes unable to book as flight sold out
V4: If hostel booking return flight, might duplicate what NIHB does
V5: Patient books with Wasaya- then Health Canada contacts with payment info

Booking success rate: 99% if >7days prior
 # Benefits Specialists: 9
Availability: 8am-4pm Mon-Fri
15 min

Batch Size: 1 Booking

EMAIL

0 min

7 Process Flight Request

By: Health Reservations Coordinator-Wasaya
At: Sioux Lookout Office

- AmeliaRes automatically sends email confirmation to booker
- If have escort name, enter it (usually don't)
- Fax out flight manifest to Wasaya customer service agent at airport night before

Variations
V1: Call NIHB Benefits specialist to advise of problem with booking-- LEAVE MESSAGE
V2: Retrieve calls/ messages associated with dedicated phone # given to HIHB Benefits clerks
V3: If weather issue, delayed departure time, email this to benefits clerk
V4: Book Bearskin flight if seats needed (involving West communities)

 # Employees: 1
Availability : 7am - 4pm + off hours ext
5 min

Flight Manifest

Batch Size: 1-10 bookings

FAX

Batch Size: 1-10 bookings

FAX

8 Hostel Documentation

By: Hostel Clerk
At: Hostel

- Receive accommodation warrant
- Make note of booking on paper schedule
- Wait patient and escort arrival

NOTE- No booking into actual rooms due to high proportion of warrants that result in no shows
- 6 people at Hostel have access to Ontario Medical Travel System (slow access)

Variations
V1:

 # Reception Employees: 2-4
Availability: 24 hrs / day x 7 days per wk
1 min

1 hr

Note: TRAVEL WARRANT: No phone # provided to cancel Wasaya. Addressed to Wasaya, but handed to client. Includes process instructions for client and Wasaya

Nurses "can't do anything more to help this process. Just worry about medivac"

Sometimes Mom has 8 kids and can't go- no one to look after kids

Nursing station might be "weathered out", yet can't reach NIHB to cancel the patient. No answer on emergency line at NIHB. Voicemail is always full (Manitoba has 3 people on site)

Amelia Flight Reservation System (Wasaya)

Note: Don't actually book rooms until arrival. (because don't know how many will actually arrive)

Note: Client is ALWAYS accommodated somewhere, even if its Dryden (1 hr away)

Atlas used for booking and reimbursement by HC

ATLAS Room booking system

Wrist Band

Meditech

Hostel Schedule (printed)

9a

Receive flight info @ northern community *(Nursing Station)*

By: Nursing Station Nurse
At: Nursing Station

- Nurse retrieves travel warrant fax
- Make copy
-Forward to travel clerk's desk to include with appointment warrant
- Latest day warrants kept on top

Variations
V1: Nurse may not be aware of meaning of travel warrant, may not copy/ forward, etc
V2: Different methods each travel clerk organizes warrants (binders, chronology, envelopes, etc)

 # Nurses: 3-4 per nursing station
Availability:
 # Nursing Stations: 28

10 mins

Batch Size: 1-10 referrals

CB

days to weeks

9b

Receive flight info @ northern community *(Wasaya)*

By: Wasaya Customer Service Agent
At: Agent's home
- Print of travel manifest at home (have online access from home)

 # Employees: 1 agent per community working one hour before flight to one hr after

10 mins

CSAs do not contact traveller

10

Inform Patient of Travel info...

By: Northern Community Travel Clerk
At: Nursing Station

- Review Travel Warrant
- Travel clerk verbally advises patient of itinerary- by phone/ black radio or in crossing paths with person
- May provide copy of travel warrant and appointment warrant to patient
- Note: NIHB documents have very limited information about reason for trip (privacy etc)

Variations
V1: Escort also approved and informed of travel
V2: Variations in tracking status of patient confirmation of travel, arrangements, etc
V3: Patient not informed--many reasons Patient not in community, not reached, interpersonal issues etc

 # Employees: 1 per 28 communities
Availability: 9am - 5pm M-F ("supposed")

5 min

Patient may have as little as 30 minutes notice before flight

Batch Size: 1-10 referrals

30min - 1 yr (or never)

11

Transport to Airport (+Find Patient)

By: Driver for Band Council
At: Northern Community

- Travel warrants picked up for the day's patients travelling (e.g., in envelopes in nursing station)
- Pick up and drive patients to airport
- Pick up escort

"Most communities have 1 flight in (am) and 1 flight out to them (pm) per weekday"
"Only ~14 communities have flights in and out on Sat, 8 have flights on Sunday"

Variations
V1: Patient may not have been aware of flight, hears from driver for first time
V2: Van driver may not be aware of flight time.
V3: No escort could be arranged

 # Drivers: 1 per northern community
Availability: unknown

5 min

For Imaging, Radiology, Surgical Clinic, etc. Patient will not have prior knowledge of rationale for trip

Batch Size: 1-10 Patients

Batch Size: 1-2 Booking

5 min

Patient may not be able to rearrange family/work duties in time for appointment

12

Check in & Flight to Sioux Lookout Airport

By: Wasaya Customer Service Agent
At: Northern Community Runway

- Patients to arrive at least 20min prior to departure
- Check-in with Wasaya, compare client documentation vs. manifest
- Present travel documentation
- Fly to Sioux Lookout

Note: "Flights usually involve 2 northern communities per trip. Each town hit 2x per day"- Wasaya
- Cut off for check in time is 20 minutes before departure. Flights are scheduled, and depart on time.
- Escorts can show up without being specifically registered by name

Variations
V1: "Transport van often late"
V2: Patients often late or no show
V3; If manifest is complete, and all travellers accounted, may depart early
V4: If traveller is not present, customer service agent may try to hunt down patient (varies by band council/ person)
V5: Pt may stop along way and not continue (e.g. in Red Lake)

Cost: Ft. Severn to Sioux $462
Range: $200- $1000 per flight one way (average $400-$500)
 # trips per weekday:

Up to 3 hrs max

Batch Size: 1-10 Patients

5 min

Could take different people up and back to Sioux- escorts can be unregistered

13

Sioux Lookout Airport Arrival

By: Sioux Lookout Airport
At: Sioux Lookout Airport

- Pickup luggage
- Call hostel from dedicated phone
- Assemble with other health-related travellers
- Hostel arranges medical transportation (have drivers making rounds)

Variations
V1: May be a Zone taxi waiting to transit its
V2:May be 1 to 10 patients waiting

10 mins - 1 hr

Batch Size: 1-10 Patients

? min

14

Hostel Check-In

By: Hostel Reception Clerk
At: Hostel

- Pt drop luggage
- Make inquiry at reception (get routed to accommodation line)
- Request appointment warrant and travel warrant from client- review pt's forms.
- Receive room # & directions
- Provide instructions about preparing for surgery ("Don't eat or drink after midnight")
- Note on hostel schedule printout of current day that patient has arrived (Or, mark on manual list of clients at other hotels).
- Book in ATLAS Room Booking System.
- First 100 patients stay at hostel, following patients get book rooms at other hotels (3).

Variations
V1: No papers on arrival -> look up client in database, print appointment & travel warrant (takes 5+ min to lookup)
V2: If can't find name, hunt through for variety of first names/last names, DOB, etc.
V3: If arrive before 3pm day before, may be told to go to Day Surgery
V4: If no room available-transport to a local hotel (5 Hotels + Dryden)
V5: If early, patient may be told to do pre-op steps normally done day of surgery

 # Employees: 4 (2 for travel, 2 for accommodation)

 # patients accommodated daily: 100 at hostel, ~10-20 at other hotels

Registration Availability: 24 hrs x 7 days
8am-4pm: 4 clerks
4pm-Midnight: 2 clerks
Midnight-8am: 1 clerk

10 min

Batch Size: 1 Patient

12-18 Hrs

15

SLMHC Admitting Registration

By: Northern Community Travel Clerk
At: Admitting Desk

- Following morning after arrival…
- Patient provides name, phone #, address, band #, etc...
- Reference today's surgical/DI/other list.
- Query about smoking behaviour
- Provide wrist band
- Provide registration documentation & stickers (printed from Meditech)
- Patient instructed where to walk to.

Variations
V1: Pt may wait outside for taxi or other travel - not aware of hospital location
V2: Admitting may admit somebody who is not on "Surgery List"
V3: Patient may go directly to Surgical reception/DI/welcome area, etc…
V4: Patient may have to get a new wrist band if were at a previous appointment on an earlier date (e.g. Pre-Op Visit).
V5: May have to wait for admitting to process due to batch of people arriving at same time

 # Employees: 2
Availability: 7am-4pm (1 person available at 7am-8am)

5 Min

Note: Hostel is asked to keep copy of appointment letter as part of verification for Health Canada. Supposed to get from pt.

Batch Size: 1 Patient