PROCESS: Transportation from Hostel to Community

Value Statement:
TBD

Organization(s): SLMHC, NIHB, Health Canada, Wasaya Airlines
State: Current
Start Point: Distribute Benefits Requests (Discharge)
End Point: Patient Returns Home

Last Revision Date: Nov 21, 2011
Validation Date: n/a
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Observation: Oct 12 2011

NIHB Service Request Form "Discharge" (fax copy)

Ontario Medical Travel System

NIHB Travel Warrant (fax copy)

Email confirmation

AmeliaRES - Wasaya Booking System

Flight Manifest

Fax Copy

Print Copy- walked to Hostel

Travel to hospital is much MORE complicated than return trip. Why?
1. Client is aware of needs
2. No 2 weeks notice required

ATLAS Room booking system

Client @ home

1 Distribute Benefits Requests (Discharge)

By: Central Clerk
At: NIHB office Sioux Lookout

- Service 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
Reduced after hrs service
Volume of faxes: "100s daily"
5 min

1 hr

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

Variations
V1: When away, others cover
V2: If accommodation extension requested, process accordingly
V3: If after hours, send to Hostel to process travel
V4: If multiple requests at once, may have to wait for more urgent to be completed first

 # Benefits Specialists: 9
Availability: 8am-4pm Mon-Fri
Reduced after hours service
5 min per referral

Batch Size: 100s Requests

File

0-60 min+

Rarely or never reject return travel requests

3 Book Transportation

By: Benefit Specialist
At: NIHB Sioux Lookout

- Go to AmeliaRes (Wasaya) to book travel. Act as the "Booking Agent".
- Go on to NIHB Corporate account view (note FROM, TO, Departure Date,)
- Book one way flight to northern community for patient (and escort)
- Complete travel warrant: (includes: Includes: approval #, warrant #, client name, travel to/from, date/time, cost, airline, comments. Note: TO WASAYA AIR)
  - Fax to Hostel
  - Send to airline
- Last flight going North ~ 3pm

Variations

V1: Hostel staff book transportation if after 4pm -varies by NIHB Benefit Specialist+5 to 25/ day
V2: - Fax any accommodation warrant to Hoste to address accommodation extensions
V3: Sometimes unable to book as flight sold out
V4: If hostel booking return flight, might duplicate what NIHB does
V5: Next flights may not be available, pt and escort must wait. Send accommodation warrants accordingly

 # Benefits Specialists: 9
Availability: 8am-4pm Mon-Fri
5 min

Batch Size: 1 Booking

FAX

Client

Batch Size: 1 Booking

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4 Process Flight Request

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

- AmeliaRes automatically sends email confirmation to booker
- If have escort name, enter this (usually don't)
- Fax out flight manifest to customer service agent as needed

Variations
V1: Call NIHB Benefits specialist to advise of problem with booking - LEAVE MESSAGE
V2: Retrieve calls/ messages associated with dedicated phone number given to NIHB Benefits Clerk
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

5 Patient checks in at Hostel

By: Hostel Travel Receptionist
At: Hostel Reception

- Hostel received NIHB Health Benefits Request Form FAX from
- Patient Presents NIHB Health Benefits Request Form Copy from patient.
- Wait for NIHB to process request

Variations
V1: Client was admitted as inpatient, doesn't return to hostel same day. (Escort may need an accommodation extension)
V2: Client or escort stay may be extended

 # Employees: 1-2
After hours flights booked by Hostel: 15-35 daily
10 mins

Batch Size: 1patient

1 min

6 Wait at Hostel for Travel Warrant

By: Hostel Travel Receptionist
At: Hostel Reception

- Client waits in lobby (often from 11am-3pm)

- Wait for NIHB to process request

Variations
V1: If was staying at another hotel, keep at hostel after hospital procedure to wait
V2: Patient may have to stay for extra day
V3: Patient may need to be monitored by an escort
V4: May call Wasaya to inquire (everything short of booking) while waiting

 # Employees: 1 -2
After hours flights booked by Hostel: 15-35 daily
2-24 hours

Batch Size: 5-25 patients

Problem: It often takes 5+ minutes to pull up a client in NIHB database (at hostel)

7 Inform Patient of Travel Time

By: Hostel Travel Receptionist
At: Hostel Reception

- Hostel receives travel warrant and forwards to travel receptionist
- Patient waits at hostel for flight information to be communicated from NIHB to Hostel
- Hostel staff and patients look on AmeliaRes/ wasaya online flight system to see what is available and hope for early booking
- Monitor Ontario Medical Travel System for updates (v. slow)- if see travel arrangements, can assume pt approved
- Travel personnel inform patient of departure itinerary via overhead PR
- Update Atlas system with accommodation notes

Variations
V1 : Escort also approved and informed of travel
V2: Book travel directly, instead of NIHB
V3: May have to stay overnight- other patients deployed to other hotels (after 6pm)
V4: Late hospital discharges are accommodated offsite in Hotels
V5: Patient may be away, at pharmacy, picking up medications

 # Employees: 1-2
After hours flights booked by Hostel: 15-35 daily
Availability: 24 hr x 7 days
2 hrs - 24 hrs

Batch Size: 1-10 patients

Problem: Hostel used to be a lot more involved in travel before 'privacy'

8 Transport to Airport

By: Medical Transportation
At: Hostel

- Pick up and drive patients to airport

 # Vehicles:
 # People per trip:
15 min

Batch Size: 1-10 Patients

5 min

9 Check in for Flight

By: Patient and Escort
At: Sloux Lookout Airport

- Check in, register luggage
- Walk to plane
- Check in any medical equipment

5 mins

Batch Size: 1-10 Patients

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10 Fly to Northern Community

By: Patient and Escort

- Return flight to community

Variations
V1: Patient doesn't get off at right place (e.g., sleeps through)

Average Cost: ~$450
Number of stops: 1-2
1-5 hours

Batch Size: 1-10 Patients

30 min

11 Return to home

By: Community Driver
At: Northern Community

- Get luggage, medical supplies and equipment
- Travel home
- Provide any discharge instructions / follow up to family caregiver and nursing stations
- If attended SLMHC for **diagnostic test** wait for appointment notification from NIHB
- If attended SLMHC for **pre surgical clinic**, share notice of surgery date
- If attended SLMHC for **surgical service**, await for follow up appointment notice from NIHB

Variations
V1: May not have adequate support for ADLs
V2: May be without adequate mobility aids or home modifications