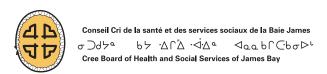


Wiichihiituwin (CPS)

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Client travel, lodging and liaison services delivered in a professional and respectful manner



Version 1, March 2017

In December 2016, the name for Cree Patient Services (CPS) was changed to Wiichihiituwin. This name means "helping one another".

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Updated information and forms can be found at creehealth.org/cps/

YOUR TRIP



Before you leave

What does Wiichihiituwin do? Clients and escorts What to pack Travelling with babies/children



Travelling

Flying by plane? Driving by car? Medical liaison information Mental Health Services



and Meals

Boarding homes Hotel Espresso Staying at friends/other hotel Meals



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Personal travel Wiichihiituin drivers & taxis Cree interpreters



Prescriptions

Filling your prescription



Coming

Reimbursements Clinical follow-up



Troubleshooting Wiichihiituwin will... Wiichihiituwin doesn't cover... **Cancellation Policy**

contact info page 38



Abbreviations

CMC — Community Miyupimaatisiiun Centre

CPS — Cree Patient Services/Wiichihiituwin

RAMQ — Régie d l'assurance maladie du Québec

MCH — Montreal Children's Hospital

MGH — Montreal General Hospital



1
before you leave

III. LJII LCA

What does Wiichihiituwin do?



Wiichihiituwin delivers quality services to the population of Eeyou Istchee who need health care outside the region. Wiichihiituwin plans, organizes, coordinates and assures quality services to Eeyou/ Eenou clients in a professional and respectful manner.





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How do I access Wiichihiituwin?

- You must be a Cree beneficiary listed under the JBNQA and living in the community*.
- Patients and escorts must have a valid Quebec health (RAMQ) card or temporary attestation with them at all times**.
- You must have a referral from a CBHSSJB doctor for your outside medical visit.

*If you are not living in the community, contact the CMC where you are a band member.

^{**} To find out how to get a RAMQ card, call 1-800-561-9749.



Clients

As a client, it's important to...

- Respect your appointment at all times (it affects others also waiting for treatment).
- Confirm your appointment, flight and departure date with your local CMC/clinic 5 days before your trip.
- **Be on time** and ready for transportation.
- Let your CMC/clinic know in advance if you have to cancel your appointment (See Cancellation Policy on page 37).
- Talk to your medical/dental secretary to make sure you and your escort understand all about your appointment/preparations and what you need to know before you leave. Talk to the CMC nurse if your case is more serious (e.g. cancer).
- Let Wiichihiituwin know the **next steps** —
 appointments, medication changes, medical
 equipment (oxygen tank, wheelchair, bath seat).
- Go see the Wiichihiituwin receptionist before and after your appointment.

You need an **escort** if you are:

- under 18 (mandatory) or over 65 (if needed).
- moblity-impaired.
- travelling with a baby under 8 months old who is breastfeeding.



Authorized escorts

- Are 18 years or older and healthy.
- Speak Cree and English or French.
- Are needed by the client and are responsible for client safety and protection*.
- Are not responsible for other escorts.
- Need to be prepared for the client's diagnosis.

What does an escort do?

- Helps look after client at all times.
- Is aware of client's current health status.
- Ensures client has all required medical and travel documents.
- Checks warrant for travel times.
- Makes sure client is ready on time for pickup.
- Goes to all appointments with client.
- Spends at least **4 hours/day** with the client.
- Remains with a minor at all times.
- Carries client's luggage.
- Helps with client's hygiene
- **Returns home** when client is discharged or after 2 weeks of complete attendance.

^{*}Risky/unsafe behaviour (intoxication, violence, neglecting client, client missing/late for appointment without valid reason) will result in cancellation of lodging and transportation and no expense reimbursement.



What to pack



Appointment confirmation document from CMC.
Travel warrant If you are going by car.
The right clothes for the weather (check forecast). Make sure you have enough with you (luggage weight limit is 22kg/48lbs).
RAMQ card (you and your escort) or temporary card, and hospital card if you have one.
ID card with photo.
Wheelchair, walker or cane (labelled).
C-PAP machine, portable oxygen concentrator, insulin (carry-on, so it doesn't freeze) if you use them.
X-rays or CD with your x-rays.
Medication (enough for a month) in your carry-on luggage; make sure it doesn't freeze.
Dressings: pack what you may need for a few days (bandages, cream, special medication, tape).
Toiletries (toothbrush, toothpaste, brush, razor).
Alarm clock (you are responsible for waking up on time).
Money for personal expenses (long distance calls, laundry, room service, parking, shopping, movies).
Heavy medical equipment (electric wheelchair, dialysis boxes, specialized milk for babies): please advise Wiichihiituwin before you leave.
Travelling with a baby? Make sure you have everything you need (see opposite page).
Note down the after-hours phone numbers for Wiichihiituwin drivers (see page 38).

Travelling with a baby/child: What to bring



Start preparing to pack a few days before.

- Car seat and sling/carrier or collapsible stroller.
- The right clothing for baby (check forecast).
- Breastfeeding? Remember to bring all your supplies (breastfeeding pads, pump, etc).
- You need to have a car seat before you can leave the hospital with your newborn baby.
- Bottles and formula if you use them.
- Prescriptions for specialized formula.
- Diapers, wipes, changing pad, plastic bags.
- Be prepared for leaky diapers or spit-up—have extra clothes for baby handy.
- Baby blankets (in case plane is cold/for burping).
- Pacifier, if your baby uses one.
- Washable bibs.
- Sippy cup, baby food for a day, if baby is older.
- Snacks for you.

Notify the CMC before you leave to ensure your baby is authorized to travel. **Never leave** your baby or child alone (during travel, in hotel, at boarding home).





2 travelling

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Flying?



In partnership with Air Creebec, the CBHSSJB runs medical charter services, inland and coastal, Sunday to Friday. Regional Wiichihiituwin will book your charter flight.



You and your escort will need a valid photo ID

Flying south











Give local CMC/clinic the name of your escort. He/she must accompany you on travel, otherwise you won't be allowed on the plane.

Confirm your appointment and travel arrangements with the clinic.

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Flying north 📈



Confirm flight time with Wiichihiituwin receptionist. Find out when the Wiichihiituwin driver will pick you up at the transport pick-up spot. You are responsible for waking up on time.

CHARTER flight

- From Montreal, depart Air Creebec charter terminal. 9475 ave Ryan, Dorval.
- Check in at Air Creebec charter terminal at least 1 **hour** before flight time.

REGULAR flight

- From Montreal, depart Pierre Elliot Trudeau Airport.
- Check in at Air Creebec counter at least 1 hour before flight time.

Updated charter schedules: creehealth.org/charters



Driving by car?

- As soon as you have your appointment let your CMC/clinic know if you are driving—we won't book or can cancel your plane ticket.
- Pick up your travel warrant from the CMC before you leave your community; before driving back, pick it up from Wiichihiituwin.
- Wiichihiituwin covers lodging, meals and transportation for you and your authorized escort. (Parking expenses are not covered.)
- If you choose to stay in private lodging, call
 Wiichihiituwin dispatch before 3pm to arrange local
 services (lodging, local transport).
- Keep gas receipts as proof of car travel. For travel to Montreal: fax receipts to the main Wiichihiituwin office: (514) 989-7273. For travel to Val d'Or/ Chibougamau: give to Wiichihiituwin office.
- Fill out travel claim form (creehealth.org/cps/ forms) at Wiichihiituwin before you return home or at your CMC after you return. Travel to Montreal: form goes to admin officer (2nd floor, Espresso) or admin tech (6th floor, 1055 René Levesque Est). Travel to Val d'Or/Chibougamau: to Wiichihiituwin office.
- Rates for car travel: 25 cents/km and 5 cents/km for each authorized passenger up to a maximum of 3 (maximum of 40 cents/km).
- Wiichihiituwin does not cover hotel expenses if you stay overnight while driving.

Travel forms: creehealth.org/cps/forms



Medical Liaison information

- After your appointments, please request a copy of your medical report from your doctor and bring it to the Wiichihiituwin office. Your liaison nurse will send the medical information to your health professionals at the CBHSSJB and/or relevant departments in the hospitals.
- While you are at your appointment, please ask your specialist when your next follow-up will be.

Mental Health Services

- Urgent mental health services (psychotherapy and psychiatric sessions) are provided by social services teams in Val d'Or/Montreal.
- Pregnant mothers who are minors, newlydiagnosed dialysis patients and medevacs receive these services automatically.
- Clients get access to these services through psychological authorization from their CMC.
- Any questions or a request for help? Call the Val d'Or/Montreal Wiichihiituwin office.
 A social worker will take the request and find a way to help you.



Notes



3 lodging and meals

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- Wiichihiituwin provides lodging and local transportation to and from your appointment.
- Wiichihiituwin must have your contact number for any possible changes to your appointment, for transportation and for financial issues.
- Let your local CMC know if you are staying in a private home or other hotel — some benefits might not be available.
- Lodging claim forms: Available on CreeHealth website: creehealth.org/cps/forms. In Montreal: forms can be picked up and submitted to Wiichihiituwin offices (6th floor, 1055 René Levesque Est or 2nd floor, Espresso Hotel). In Val d'Or and Chibougamau: Wiichihiituwin receptionist. After form is filled out, reimbursement can take up to 8 weeks.

private home: \$56/day*

Your host fills out a lodging claim form that you submit to Wiichihiituwin.

other hotel: \$56/day*
You must fill out a lodging claim form and submit it to
Wiichihiituwin

^{*}From the day before your first appointment until the day following your last appointment. For other hotel: \$56 = \$23 for lodging + \$33 for meals.





Boarding homes (Val d'Or)

Boarding homes provide breakfast, lunch and supper + snacks, and a lunch bag for traveling home.

Restaurant

Before you eat at a restaurant, call Wiichihiituwin to make sure the meal is an authorized expense. Save receipt for reimbursement. (breakfast: \$8, lunch: \$10, supper: \$15)

Hotel Espresso

At Hotel Espresso, meals are provided; meal tickets are issued at reception — if not available, call the Wiichihiituwin office. There is also a community kitchen on the SS level where you can cook.

Forms: creehealth.org/cps/forms





4

getting around the city

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Getting around the city



- If you need to travel around the city for personal reasons, this is not reimbursed by Wiichihiituwin and Wiichihiituwin drivers are not used.
- See hotel reception for taxi phone numbers if needed.
- For security reasons, Wiichihiituwin and para-transport drivers drive you to and from the hospital and your lodging.
- For **medical appointments**, dispatch organizes local transportation or will authorize taking a taxi. Keep your taxi receipt for reimbursement.
- At Espresso, Wiichihiituwin and para-transport drivers will meet you on the SS Level.



Cree interpreters §



- Interpreter services are guaranteed if arranged in advance.
- Cree interpreter services are offered to all clients in Montreal, Val d'Or and Chibougamau.
- The interpreter will give preference to clients who are alone.
- If the client has an escort, the interpreter will check that the escort is able to translate.

Do interpreter services need to be set up before the client leaves the community?

- In Montreal: call the Wiichihiituwin office to arrange for an interpreter. Interpreters will see as many clients as possible at The Glen, MCH, and MGH.
- In Val d'Or or Chibougamau: ask at the Wiichihiituwin reception.

What if the client needs services and they are out of the community?

 Call Wiichihiituwin to make arrangements if you live outside the community.





5
prescriptions
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Filling your prescription



- In Montreal for personal reasons: Call your CMC for prescription which will be faxed to the *Place Alexis-Nihon Pharmaprix* for pick up. Please bring your Indian status and RAMQ cards.
- In Montreal with Wiichihiituwin and staying at Espresso: Prescription will be delivered to the front desk who will call you to pick it up from there. After 5pm/weekends: Give prescription to the evening Dispatch/driver who will arrange for delivery to Espresso front desk.
- In Montreal with Wiichihiituwin and staying at private lodging: Make sure your liaison nurse has your lodging address — your prescription will be delivered to this address. After 5pm/weekends: Give prescription to evening dispatch/driver who will arrange for delivery to your private lodging.
- Prescription renewals in your community are filled by your local CMC — give your prescription to the Wiichihiituwin Nurse.
- Val d'Or and Chibougamau: After your appointment, bring your prescription to the Wiichihiituwin reception. If after hours, call the receptionist the next day.

Notes



6
coming home

Coming home

Reimbursements

- For reimbursements in Montreal: contact the Admin Tech at (514) 989-1393, ext 73223.
- If you stayed at a private home: submit the Lodging Claim Form your host filled out to Wijchihiituwin*.
- If you stayed in a different hotel: (not Hotel Espresso), submit your hotel bill to Wiichihiituwin.
- For all authorized meals at a restaurant: submit your receipt to Wiichihiituwin (breakfast: \$8, lunch: \$10; supper: \$15).
- If you took an authorized taxi ride: submit your receipt to Wiichihiituwin.
- If you weren't able to get meals or taxi ride authorized beforehand, contact Wiichihiituwin to see if it can be authorized.

Clinical follow-up

Let Wiichihiituwin know about any future appointments.

Forms: creehealth.org/cps/forms



^{*} 2^{nd} floor of the Hotel Espresso.

Notes



troubleshooting

Wiichihiituwin will...

- Connect between clients, community CMCs, and outside medical establishments.
- Set up your medical appointment.
- Arrange travel for you/your escort.
- Arrange transport from community to local airport.
- Book your lodging and ensure all lodging and food needs are met.
- Provide transportation to your appointment and get prescriptions filled.
- Provide a Cree interpreter.
- Reimburse you for authorized costs.

36 Wiichihiituwin doesn't cover...

- Private medical services (not covered by RAMQ);
 Wiichihiituwin only covers services referred by CBHSSJB medical professionals.
- Private hospital room.
- Parking fees.
- Hotel expenses if you stay overnight while driving.
- Hotel movie rentals, long-distance calls, minibar expenses and intentional damage to hotel room.



- If you can't respect your appointment, please call your local CMC at least 48 hours in advance.
- If you need to cancel your trip, please notify your local CMC and give the reason for your cancellation.
- If you are outside your community, you still need to let your local CMC know the reason for your cancellation; they will inform the Wiichihiituwin liaison nurse linked to your community.
- The sooner the better! (especially for surgery or exams) — medical secretaries have to cancel and rebook the appointment, provided the cancellation reason is valid.
- If your appointment is cancelled by the hospital or 37clinic, you will be notified.
- Non-valid cancellations may mean you lose your services.
- After 2 non-valid cancellations, you will lose your order of priority for the medical appointment and will have to restart the process of scheduling your appointment.

contact info



CHIBOUGAMAU (418) 748-4450

Evenings & weekends (418) 748-4450, x1

MONTREAL

1055 boulevard René-Lévesque E Montréal, QC H2L 4S5 Fax (514) 989-7273

Monday - Wednesday: 8am to 10pm

Thursday - Friday: 8am to 5pm

Saturday: 9am to 5pm Sunday: 3pm to 10pm (**514**) **989-1393. x73229**

Outside these hours: (514) 891-7295

VAL D'OR

Monday - Friday: 7am to 10pm

Saturday: 11am to 6pm Sunday: 11am to 8pm Holidays: 10am to 5pm

(819) 825-5818, dial 0 for receptionist

Fax (819) 825-4939

For after-hours, clients and escorts should stay at hospital or find private accommodation until Wiichihiituwin office opens or until the weekend driver starts his shift. If no accommodations can be made, ask nurse at the emergency.

COMPLAINTS

Need to discuss a situation or file a complaint?

Quality Services and Commissioner of Complaints Office

1-866-923-2624 (leave your name and number)

1-819-855-7650 (cell)

R18.complaints@ssss.gouv.qc.ca

http://www.creehealth.org/users-rights/complaints

Notes



·ACUAD · A · Wiichihiituwin



www.creehealth.org/cps