

Wahnapiatae First Nation Medical Transportation Policy

Amending by Band Council Motion #20/21-10-145
At Chief and Council Meeting of October 14th, 2020

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1.0 ELIGIBILITY REQUIREMENTS

- 1.1 All registered status Indians residing on the Wahnapiatae First Nation are eligible for medical transportation services.
- 1.2 Drivers/owners of any vehicle used for claiming medical transportation mileage must sign a waiver to become responsible to ensure all driver's licences and vehicle permits are valid for Ontario (Appendix A).
- 1.3 Initially, clients or parents/guardians (of clients under 18 years of age) shall complete an application providing all necessary client identification information (Appendix A).

2.0 CONFIDENTIALITY

- 2.1 The Wahnapiatae First Nation Health Department staff and medical drivers have signed an Oath of Confidentiality and are not permitted to disclose any medical/personal patient information.

3.0 SERVICE LIMITATIONS

- 3.1 Wahnapiatae First Nation will not provide emergency transportation services - an ambulance should be called.
- 3.2 Wahnapiatae First Nation will not pay mileage to appointments not located within the City of Greater Sudbury. All these appointments will be referred to an Indigenous Service Canada (ISC) Representative. Prior approval of travel is required, and approved expenses will be reimbursed to the client upon submission of appointment attendance confirmation and applicable receipts. Clients are advised to contact the nearest Health Canada Office (Sudbury – 705-671-0608) as soon as the appointment has been scheduled in order to ensure adequate time for approval.

4.0 SERVICES PROVIDED

- 4.1 On prior approval, as per section 5.4, Wahnapiatae First Nation will pay private mileage for eligible individuals to drive themselves or hire a driver for a round trip from Wahnapiatae First Nation to their medical appointments within the City of Greater Sudbury.
- 4.2 Private mileage cheques will be paid to clients or parents/guardians of dependent clients. As per Appendix

4.3 Mileage will be paid at the rate set as per current agreement with First Nations & Inuit Health.

4.4 Distance for a round trip is pre-set for the following destinations

- Capreol 40 km
- Hanmer 60 km
- Val Caron 80 km
- Sudbury 120 km

Other destinations within the City of Greater Sudbury will be pre-determined by the Wahnapiatae First Nation Health Department's staff on request.

4.5 Wahnapiatae First Nation will provide a Medical Driver if one is available for individuals who do not own a vehicle or unable to drive themselves for mechanical, legal, or medical reasons and unable to find a ride or hire a driver.

4.6 Wahnapiatae First Nation will provide a Medical Driver if one is available for individuals who do own a vehicle but is not operational or available at the time of appointment.

4.7 Medical Drivers will be paid as per negotiated current agreement.

4.8 Wahnapiatae First Nation will provide medical transportation services to attend medical appointments including:

- Physician
- Hospital
- Diagnostic/X-Ray
- Optometrist
- Alcohol/Drug Treatment/Detox
- Specialist
- Dentist
- Specialist referral outside City of Greater Sudbury (Pick-up/drop-off at bus depot, City of Greater Sudbury)
- Traditional Healer (with medical referral)

5.0 CLIENT RESPONSIBILITIES

- 5.1 Confirmation of appointment slips must be submitted by Thursday of the week before payment can be made on Thursday of the following week.
- 5.2 Confirmation slips must be submitted to the health department within one month of the appointment to be eligible for payment under this policy. Appendix C
- 5.3 Clients requesting services must arrange their own appointments during regular business hours, Monday to Friday between 8:30 a.m. and 4:30. If the client has difficulty arranging his/her appointments during these hours, they should request the assistance of the Wahnapiatae Health Department.
- 5.4 Prior approval means clients shall receive approval from the Health Department prior to the trip. Clients shall provide information of their appointment date, time and doctor for the health staff to be able to determine eligibility of the appointment and to inform the client whether the appointment is approved for medical transportation or not.
- 5.5 Clients requesting a medical driver shall provide the reasons they are unable to drive themselves, find a ride or hire a driver.
- 5.6 Clients shall provide the Wahnapiatae First Nation Health Department with a completed confirmation of appointment slip authorized by the provider of the care, as per Appendix D.
- 5.7 The client must inform the Wahnapiatae First Nation Health Department not less than 24 hours prior to the cancellation of a scheduled appointment requiring a medical driver run. Unjustified failure to inform the Health Department prior to the run may result in suspension of service at the discretion of the Wahnapiatae First Nation Health Department.
- 5.8 Any unscheduled stops will be at the discretion of the medical driver.
- 5.9 Clients shall be picked up at the location given to the Health Department when client requested the service. The driver shall knock at the door to alert the client and wait no more than 15 minutes past the pick-up time agreed to unless the client has made arrangements to be late.
- 5.10 The driver is expected to wait no longer than 10 minutes, then the run will be cancelled. The driver shall notify the Health Department, as this will be kept on file and could cause for misuse of privileges.
- 5.11 At the time of drop-off at the appointment, the client must advise the driver of an approximate pick-up time. The client must double check this time with the medical

receptionist at the medical facility and must provide the driver with the Doctor's name and office address.

- 5.12 At the anticipated pick-up time, if client is not outside, the driver must go into the facility and check with the receptionist in regards to the status of the client and wait accordingly or arrange another pick-up time with the client and/or medical secretary if client is unavailable.
- 5.13 At no time shall any alcohol, intoxicants or illicit drugs be transported in the vehicle.
- 5.14 The driver maintains the right to refuse service to any person found to be in possession of or under the influence of alcohol, intoxicants, or illicit drugs.
- 5.15 The medical driver is not responsible for looking after children while parents/guardians are seeing the doctor. Patients are responsible for making suitable childcare arrangements.
- 5.16 Clients must receive approval from the Health Department if he/she wishes to bring an escort.
- 5.17 All passengers must always wear seatbelts or proper restraints when the vehicle is in operation.
- 5.18 Smoking of any kind is not permitted in the medical vehicle at any time.
- 5.19 Anyone under the age of sixteen (16) must be accompanied by an adult eighteen (18) years of age or older.
- 5.20 Under no circumstances will clients be required to pay the driver for services rendered. In turn, the driver shall not accept any monetary compensation from the client.

6.0 MEDICAL DRIVER RESPONSIBILITIES

- 6.1 The medical transportation driver shall follow job duties and requirements as stated in job description, as per Appendix E
- 6.2 The driver must check with the Health Department each Friday to confirm medical appointments for the following week.
- 6.3 The driver is asked to remind the client to pick up the appointment verification slip including the following information – appointment time, address location and name of

physician and or name of health care specialty. The slip must be stamped/signed by the medical receptionist.

- 6.4 The drivers are asked to complete the medical transportation log and submit it to the Health Department on a weekly basis. Each client's medical verification slip must be attached to the log.
- 6.5 Medical drivers may request private mileage to travel to their personal medical appointments.
- 6.6 If a medical driver is unable to drive to his or her approved appointment for medical or legal reasons, and cannot find a ride, another medical driver may be approved for the trip if available.
- 6.7 Contract medical drivers who drive their immediate family members living under the same roof to prior approved medical appointments will be eligible for private mileage upon submission of confirmation of attendance.
- 6.8 The driver shall possess a valid Ontario Driver's license and a valid certificate in Standard First Aid and CPR. It is the driver's responsibility to ensure that all the certification and the licensing be current, and that insurance coverage is current and up to date. Copies of these must be submitted to the Health Department.
- 6.9 The driver shall obey all rules of the road, speed limits and safety regulations. All fines, parking tickets or vehicle infractions shall be the sole responsibility of the driver.
- 6.10 Smoking is not permitted at any time in the vehicle during medical runs.
- 6.11 The driver shall assist clients in need, to and from the vehicle.
- 6.12 The driver shall complete a daily vehicle inspection checklist, as per Appendix E

7.0 HEALTH DEPARTMENT RESPONSIBILITIES

- 7.1 The Wahnapiatae First Nation Health Department shall maintain a medical transportation schedule for each driver for the purpose of scheduling appointments. Patient's name, band number, pickup location, appointment time, doctor and doctor location shall be recorded. Any approved escort's name shall also be recorded.
- 7.2 The Health Department will provide a medical transportation schedule for each driver for the following week. This will be made available the Friday prior to.

- 7.3 The Health Department is responsible for ensuring the medical transportation log for each driver is collected each week and all appointment verification slips are attached.
- 7.4 The Health Department has the right to verify an appointment with the medical service provider.
- 7.5 The Health Department shall keep a binder which shall include:
1. All medical transportation schedules.
2. All medical transportation logs with appointment verification slips attached
This will help to ensure financial accountability. All information will be submitted to Indigenous Service Canada.
- 7.6 Patients shall provide the driver with an appointment slip issued by the provider of care. Medical transportation privileges shall be suspended until previous appointment slips are provided. The Health Department shall ensure a log maintained of all patients in suspension and shall remove their name from the log when the slip has been provided.
- 7.7 The Health Department will be available to receive concerns – from drivers and/or clients and will ensure that appropriate measures are taken in a timely manner.

8.0 POLICY IMPLEMENTATION

- 8.1 The Wahnapiatae First Nation Health Department will be responsible for implementing and enforcing the Medical Transportation Policy.

9.0 APPEALS

- 9.1 Clients may appeal decisions of the Health Department, in writing (signed) as per Appendix F

10.0 AMENDMENTS

- 10.1 This policy may be amended from time-to-time by Chief and Council.

11.0 REVIEW

- 11.1 This policy will be reviewed every two years by the Health Department who will make any necessary recommendations to Chief and Council.

APPENDIX A

**Application for
Wahnapiatae First Nation
Medical Transportation Benefits**

I, as signed below, will not hold Wahnapiatae First Nation liable and understand I will be responsible to ensure all drivers of vehicles and the vehicles that I or my dependents use to claim private mileage for medical transportation services from Wahnapiatae First Nation, at any time, are fully licenced, valid and mechanically fit for Ontario roads and highways.

Name: _____

Address: _____

Telephone: _____

Indian Status Number: _____

Date of Birth: _____

Male/Female: _____

Client (or Parent/Guardian) Signature

Date

APPENDIX B

Wahnapiatae First Nation Medical Transportation Payments Flat Rates for Round Trips As of October 1, 2020

	Sudbury	Val Caron	Hanmer	Capreol
LOCAL ROUND TRIP KM	120 km	80 km	60 km	40 km
PRIVATE MILEAGE .24	\$28.50	\$18.50	\$13.90	\$9.25
CONTRACT DRIVER	\$132	\$88	\$66	\$44
BAND-VAN MILEAGE	\$66	\$44	\$30	\$22
STAFF MILEAGE .44	\$52.80	\$35.20	\$26.40	\$17.60

PRIVATE MILEAGE: **5170 – TRAVEL** - mileage is paid at the flat rate above to registered individuals to drive his/herself or hire a driver to attend prior approved medical appointment

CONTRACT DRIVER: **5400 – CONTRACT SERVICES** – Compensation is paid at the flat rate above to contract driver who use their own vehicle that has all required licenses and insurances to drive clients to medical appointments

BAND-VAN MILEAGE: **5170 – TRAVEL** – Mileage is paid at the flat rate above to a band vehicle for transporting clients within the City of Greater Sudbury.

STAFF MILEAGE: **5170 – TRAVEL** -- Mileage is paid at the flat rate above to staff for use of his/her personal vehicle to drive him/herself or a client (discrepancies can be adjusted ongoing through a cheque request)

APPENDIX C

**Confirmation of Appointment
Wahnapiatae First Nation
Medical Transportation Benefits**

Please complete this form as confirmation that the patient has attended his/her appointment as stated in the Medical *Transportation* Policy for Wahnapiatae First Nation

Sec 5.2 When accessing medical transportation benefits, confirmation that the client has accessed a medically required health service must be obtained from the health care professional or his/her representative and submitted to Wahnapiatae First Nation Community Wellness Worker located in the Norman Recollet Health Centre.

CONFIRMATION OF APPOINTMENT

This is to confirm that- _____
(Patient's Name)

Was seen by- _____
(Doctor or Health Care Provider)

On date- _____ At _____ AM or PM

Signature/Stamp of Doctor or Health Care Provider

Community Wellness Worker Approval- _____

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APPENDIX D

Job Description

Medical Transportation Driver – Job Description Title

Medical Transportation Driver (MTD)

Reports To

Health Director

Summary

The Medical Van Driver will be responsible for the safe delivery of patients to and from health facilities and will ensure that the transportation vans are not being utilized for personal transport. The medical van driver will be responsible for completing a mileage driver's sheet for each patient/escort and will submit the mileage sheet at the end of each shift for the month-end report. Other responsibilities will include communicating with the dispatch team and manager and this individual must always ensure patient confidentiality. Other duties may be assigned, as necessary.

Core Competencies

- Customer Focus
- Communication
- Energy and Stress
- Teamwork
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Operating Equipment
- Ethics and Integrity

Job Duties

- Ensure correct loading of vehicle.
- Drive patients to and from health facilities.
- Perform pre-trip inspection of vehicle.
- Complete a mileage driver's sheet for each patient/escort that is picked up.
- Perform basic vehicle maintenance on a weekly basis (check oil and tires).
- Report suspected repair requirements.
- Ensure vehicle is always kept clean (interior and exterior).
- Ensure that only patients are being transported and that vans are not being used for personal transport.
- Verify that patients/escorts are properly buckled and secured prior to transport.
- Inform the Dispatcher of potential disruptions.
- Ensure that the vehicle is free from unsealed food and that there is no eating in the vehicle (due to allergy precautions).

- Operate vehicle in a safe manner, obeying all rules of the road.
- Communicate with central dispatch.
- Report vehicle defects, accidents, traffic violations, or damage to the vehicles.
- Maintain logs of working hours and of vehicle service and repair status, following applicable provincial and federal regulations.
- Communicate effectively with the public, customers, and co-workers both verbally and in written form.
- Complete all necessary paperwork at the end of the shift. May include, but not limited to, daily logs, inspection logs, delivery receipts, vehicle inspection, hours of service, etc.
- Always ensure patient confidentiality.
- Other duties may be assigned, as necessary.

Requirements

- High School Diploma, G.E.D. or equivalent.
- Valid Driver's License.
- 1 years' experience.
- Clean Driver's abstract.
- Clear Criminal Background Check.
- Defensive Driving Course preferred.
- Strong mechanical aptitude with ability to perform routine vehicle maintenance.
- Demonstrated organizational skills with strong oral and written communication abilities.
- Exceptional organizational abilities with task prioritization, multi-tasking, use of timelines and time management techniques.
- High level of personal integrity.
- Professional/mature demeanor under stressful situations.
- Ability to work in a fast-paced environment.
- Confident, consistent decisive personality.
- Must be able to work with little supervision; must be self-directed.

Work Conditions

- Travel required.
- Will be required to work both indoors and outdoors.
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required.
- Weekend work may be required.
- Ability to lift 50-100 pounds.

APPENDIX E

Daily Vehicle Inspection Checklist

Instructions

Wahnapitae First Nation employees are required to complete a copy of this form prior to the operation of any WFN owned and operated vehicle. Completion of this form prior to operation is critical in the identification and avoidance of potential vehicular malfunctions/defects that may create potential health and safety issues. This form must be submitted to WFN Receptionist before leaving WFN premises.

Make/Model/Year: DODGE GRAND CARAVAN

Vehicle Number: 01 - HEALTH

VIN#: 2C4RDGBG2HR593831

Start Odometer Reading: _____ km Date: _____

End Odometer Reading: _____ km Date: _____

Place an "X" beside each line item as appropriate.

Yes	No	Record Defects beside Items
		Windows/windshield cracked, or stone chipped
		Windshield wipers work
		Heating/air conditioning and windshield defogging systems work
		Headlights (high beam/low beam) work
		Tires in good shape (no damaged or bald tires and all appear to be properly inflated)
		Visible oil/fluid leaks
		Mirrors not broken or missing
		There are no detectable odours of gasoline
		Emergency brake works
		Seat belts work and are free of damage / excessive wear
		No sounds of leaks in the Exhaust system

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		Wheels and fasteners appear to be fitted tightly
		The vehicle has no warning lights on upon vehicle start up
		Fuel level must be kept at not less than ½ full while in transit. Effective June 1 st , 2011, the mini vans must be returned with a full tank, failure to do so will result in a surcharge to the program of the last known user at a rate of \$2.80/litre, this rate may be reviewed periodically by Chief and Council and reset as necessary.
		Emergency roadside supplies are properly stocked and located in trunk of vehicle
		Turn signals work
		Ice Scraper/Snow Brush in trunk of vehicle
		No visible damage to the vehicle
		All garbage is to be removed from the vehicle after each use
		DRIVER IS RESPONSIBLE FOR THE CLEANLINESS OF THE VEHICLE
		All other Defects recorded Here:

Inspection Performed By:

WFN Employee Name: _____

Signature: _____

Date: _____ Time: _____

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APPENDIX F
**Wahnapiatae First Nation
Medical Transportation Appeals Process**

Each member has the right to appeal a denial of medical transportation benefit under Wahnapiatae First Nation Medical Transportation Policy.

There are three levels of appeal available:

- Level 1 Appeal: Health Director
- Level 2 E Appeal: Executive Director
- Level 3 Final Appeal: Chief and Counsel

All appeals must be submitted in writing and can be initiated by the member, Legal guardian, or interpreter.

During each stage, an appeal must be accompanied by supporting information to justify the exceptional need.

At each level of appeal, the information will be reviewed by an independent appeal structure that will provide recommendations to the program based on the member's needs, availability of alternatives and Wahnapiatae First Nation policies. This information should include:

- The condition for which the benefit is being requested.
- The diagnosis and prognosis, including what other alternatives have been tried.
- Relevant diagnostic test results
- Justification for the proposed treatment and any additional supporting information.

Level 1 Appeal: Health Director

The first level of appeal for a denied Medical Transportation claim would be directed to the Health Director of Wahnapiatae First Nation.

Health Director
Wahnapiatae First Nation
259 Taighwenini Trail Rd
Capreol Ontario P0M 1H0
Email : healthdirector@wahnapiataefn.com

Level 2 Appeal: Executive Director

If the member does not agree with the level 1 appeal decision and wished to proceed further, they can then apply to the Executive Director of Wahnapiatae First Nation.

Executive Director
Wahnapiatae First Nation
259 Taighwenini Trail Rd
Capreol Ontario P0M 1H0
Email: ExecutiveDirector@wahnapiataefn.com

Level 3 Final Appeal: Chief and Counsel

If the member does not agree with the Level 2 Appeal decision, they may choose to have the appeal reviews at the third and **Final** level. The submission should be sent to the Chief of Wahnapiatae First Nation.

Chief and Council
Wahnapiatae First Nation
259 Taighwenini Trail Rd
Capreol Ontario P0M 1H0
Email : Chief@wahnapiataefn.com

At all levels of appeal process, you will be provided with a written explanation of the decision taken. If you have not heard within one month of submitting your appeal and wish to enquire the status of the appeal, please contact Wahnapiatae First Nation Community Wellness Worker for updates.

Community Wellness Worker
Wahnapiatae First Nation
259 Taighwenini Trail Rd
Capreol Ontario P0M 1H0
Email : Wellness@wahnapiataefn.com

705 858 7700