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Larga Baffin Client/Escort Process
Getting to Ottawa and Getting back home to Nunavut
October 25, 2022

1. Clients see their doctor/nurse practitioner for any healthcare-related issues in their home Community in Nunavut.
2. The doctor/nurse practitioner determines the client's need to be sent to Ottawa for medical appointment(s). The Ottawa Health Services Network Inc. (OHSNI) referral coordinators team makes the appointments and sends the appointment sheet to Iqaluit or the community Health Centers. These teams will notify medical travel in Iqaluit that travel is required. If an escort is required for the client, this request will be made by the Iqaluit case management team or the community Health Centers.
3. Ottawa Medical Travel staff in Nunavut will then arrange travel for the Client and their escort (if approved), to Ottawa.
4. The Client and escort (if approved) are booked to stay at Larga Baffin Ltd. Boarding home in Ottawa where the following services are provided to them as contracted by the Government of Nunavut:
   a. ***Accommodation Services***
   b. ***Nutritional needs for our patients and escorts (meals)***
   c. ***Transportation to and from the Ottawa Airport***
   d. ***Transportation to and from medical appointments and treatments***
   e. ***Larga Baffin Referrals to arrange return air transportation with Medical Travel***
   f. ***Medical Travel to provide itineraries once booked for a flight***
   g. ***Administer a secure access facility with over 92 total staff operating 24 hours day / 365 days a year***
5. Upon arrival in Ottawa, the medical traveller (who has an appointment or who is medevacked) is assigned an OHSNI Nurse Case Manager.

   <u>The case manager is the go-to person for any of the following:</u>
   - ***Updating patient status to the North***
   - ***Advocating and ensuring patient needs are met***
   - ***Ensuring the provision of supplies and medication and equipment***
   - ***Escort requests, including Escort Exchange (Switch) requests***
   - ***Discharge planning to ensure the patient has all that is required for travel to communities.***
   - ***Medical Interpreters are also available to accompany you to an appointment or procedure and there is also an Interpreter on-site at Larga Monday to Friday, 8am to 4pm.***
   - ***The Nurse Case Managers provide 24 hrs on-call coverage, 7 days a week (including stat holidays) to assist with emergencies and can arrange interpretive services during off hours.***
   - ***Parents and escorts who are accompanying pediatrics patients to appointments could also request support from CHEO social worker who is available and could come on site to provide supports.***
6. OSHNI Nurse case managers notify medical travel and Larga Baffin that patient and escort are cleared to return home, itinerary is sent to boarding home and case management.
7. Medical Travel then arranges travel for the client and their escort (if any) to their home community. Medical Travel will notify Larga Baffin once the flight arrangements have been made which may take several days or longer depending on flight availability.