

# Kwakiutl Patient Travel Process

Doctor/Clinic  
sends fax/email to  
PT Clerk

Submit your **Appointment  
Notice** to PT Clerk 7-10  
business days before your  
appointment

Bring Appt. Notice  
Card/Paper to PT  
Clerk

Fill in the **Patient Travel  
Request Form** (or let the PT  
Clerk do it).

*Coordinated travel  
should be noted when  
filling out the form*

**Status Card  
Required**

**Escort  
Required?**

**Accommodations**

**Transportation**

## **Confirmation**

Submit Confirmations

- via fax
- via email
- via paper/card
- appt. confirmation

### **Requirements:**

- under 18
- over 65
- mentioned in the care instructions
- have Escort Letter signed by your Dr.

### **Requirements:**

- only 2 people/room\*
- notify if you don't have a credit card
- parking isn't included

### **Notice**

- cancel < 24 hrs
- reimburse the damage fees if covered by us

### **Options:**

- Private Vehicle
- 'Wi'la'mola (W/Th)
- Pacific Coastal

### **Responsibility:**

- you will be required to keep track of the time and keeping in contact with the driver

## **Signatures**

### **Health Centre**

- Jean & Kim are signing off now
- Caitlin signs off on POs

### **Council**

- Council signs our cheques on Tuesdays so all PT will be available to pick up after then

## **Cancel/Change**

### **Cancellations by client**

will result in reimbursing that \$.  
*Unless rescheduled to close date.*

**Changes by client** last-minute will result in reimbursements.

- # of nights, hotels
- transportations
- escorts (chq. related)

# Appointment Notice(s)

**An appointment notice should be sent from:**

1. your Doctor/Clinic
2. you, forwarded from your Doctor/Clinic
3. you, in a paper or card form

**This notice should include most or all of this:**

1. The appointment date
2. The appointment time
3. The appointment location
4. If you need an escort (if it's a surgery, procedure, or treatment that limits your driving and/or movement)
5. How long it will be – if not a surgery but a longer treatment. This will determine overnight or day trip on our end better.

## **EXAMPLE**

This is just an example, the notice doesn't need to look exactly like this!

Dear Patient Travel Clerk,  
[Client's Name] has an appointment with Dr. [Name] at our [Location] on [Date] at [Time]. They will be with us [allotted time i.e. 1 hour]. And will require an escort as [escort reason i.e. can't drive, can't walk].  
Thanks,  
Receptionist/Doctor

# Patient Travel Request Form

## Important Notice

If you do not have a **valid** Status Card, FNHA's Medical Transportation service cannot assist you. Parents' status can be used for babies or infants without a card for appointments until they obtain their own.

## Any questions/comments?

If you have any questions or comments about your Patient Travel Request Form, please reach out the Patient Travel Clerk!

- **cell #** (250) 230-2378
- **office #** (250) 949-6625 x 100
- **email** [pt@kwakiutl.bc.ca](mailto:pt@kwakiutl.bc.ca)

Here is a PDF version of the Patient Travel Request Form. There is also a Word Document Version available on our Facebook.



# Appointment Confirmation

## Bring back a confirmation!

If your Doctor/Clinic didn't sign your form, please have them email, fax, or write on a paper/card of their own that you attended your appointment.

## Patient Travel Information

If you have any questions or comments about your Patient Travel Request Form, please reach out the Patient Travel Clerk!

- **cell #** (250) 230-2378
- **office #** (250) 949-6625 x 100
- **fax** (250) 902-2246
- **email** [pt@kwakiutl.bc.ca](mailto:pt@kwakiutl.bc.ca)

Here is a PDF version of the Appointment Confirmation Form. You can send this to the clinic if you've returned home without one and want them to send one!



# **Cancellations/Changes**

## **Cancelled by Doctor/Clinic**

We can understand that the appointment has been cancelled by the practitioner. If it has been rescheduled for an upcoming date (within a month or 2) we will keep your travel as is. If it has been changed to farther we will require the travel returned to reissue a new cheque/PO.

## **Cancelled by the Client**

If you Client is unable to attend their appointment (family emergency, sickness, double booking themselves) they are required to call the hotel (if booked) and cancel. They are also required to inform the Patient Travel Clerk. The PT should be returned if not rescheduling.

## **Last-Minute Changes by the Client**

We are OK with changes. However if changes within the 2 week time frame, we may end up reimbursing the trip due to our limited time frame to issue a different cheque. Thank you for understanding.