

FIRST NATIONS HEALTH BENEFITS MEDICAL TRANSPORTATION – ISOLATION

Updated Nov 20, 2020

The Health Benefits Isolation Support team is available to support your self-isolation travel needs seven days a week from 8:30 a.m. to 4:30 p.m. Any questions regarding Self-Isolation supports can be directed to [1-888-305-1505](tel:1-888-305-1505).

STEP 1:

Identify if your client would like to access hotel accommodations for isolation needs

STEP 2:

- Client or health professional on behalf of client can email client information to covid19needs@fnha.ca or transportation@fnha.ca Email must include:
 1. Applicant's Full Name
 2. Applicant's Phone Number
 3. Applicant's Date of Birth
 4. Status Number
 5. Reason for requesting isolation (please see above for FNHA supported isolation eligibility; ex. client has been identified as being in contact with an individual who tested positive for COVID-19)
 6. Describe why individual cannot self-isolate at home (ex. live with other who haven't been exposed or live with elders)
 7. State where the individual would prefer to self-isolate (ex. name of hotel) and why this is the best option
 - a. Note: the decision may be subjected to Health Benefits policy and assessment criteria
 8. Include detailed request for transportation, if needed

Note: if application is not from health care professional please note health professional's contact information

STEP 3:

FNHB Operations assesses the request against the FNHA Assessment Guidelines for Isolation Support (note: if individual does not meet criteria, but need to isolate due to community's own decision making, request for isolation will be sent to the Public Health EM Response Team).

STEP 4:

FNHB then sets up accommodations with hotel via authorization form

STEP 5:

Dollars for mileage and meals (weekly amount for groceries = \$163.00) can either:

- Option 1: Be sent directly to individual via direct deposit. This would require individual to send FNHA their banking information and it may take a day or two before it is deposited into the individual's account
- Option 2: If the individual cannot or does not want to go with Option 1, the community can provide funds to client (either via cheque, cash, voucher, etc.), and then the community can be reimbursed from FNHA directly.

NOTES:

- FNHB and community contact remain in communication throughout the process and determine the flow of funds for the client, as well as FNHB will keep them informed about when arrangements have been made.
- For this option, hotels do not need to be pre-set up through the FNHB Medical Transportation list of accommodation providers. Community can determine the best hotel option at the time of the request.

FACTORS FOR CONSIDERATION

Certain factors must be taken into consideration for isolation needs, such as:

- Many of these options require the client to consent to expanding their circle of support to include community staff (ex. nurse, Health Director or Medical Transportation Clerk)
- Does the client have access to a phone or laptop/tablet to do medical check-ins? If not, how can your community support this?