



MAY 17 2018

MR. SHANE THOMPSON  
MLA, NAHENDEH

**Oral Question 179-18(3): Medical Travel**

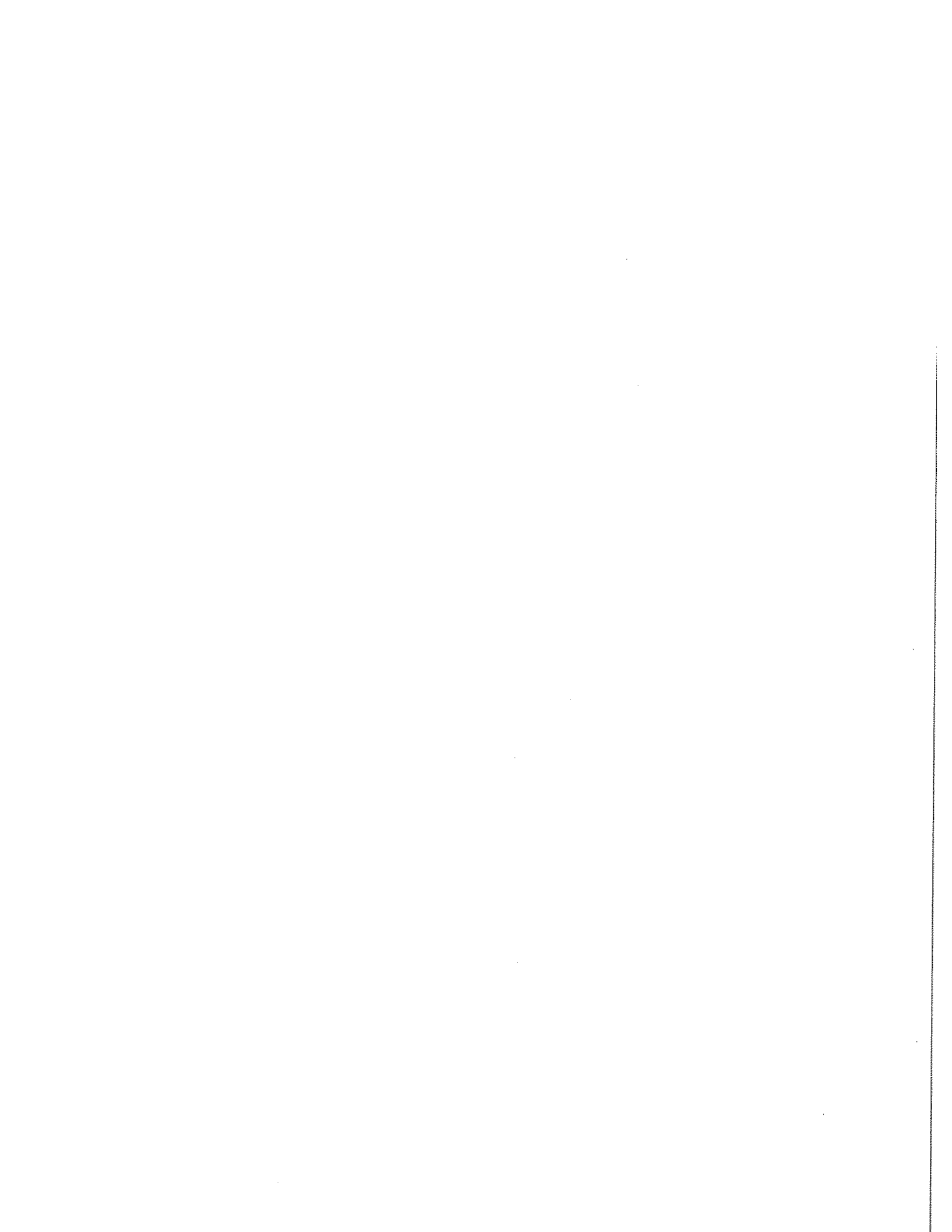
This letter is in follow up to the Oral Question you raised on February 28, 2018 regarding short term stays while on medical travel day trips.

Eligible patients travelling on day trips may stay at boarding homes with prior notice, provided their length of stay allows for travel to and from the boarding home and appointments. Medical travel staff advises eligible patients and escorts whether they are able to stay at the boarding home during day trips.

Access to boarding homes is limited to those patients that are eligible for Non-Insured Health Benefits or Government of the Northwest Territories Extended Health Benefit programs, including those with low income. Therefore, those with third party insurance programs, such as territorial government employees or those above the low income threshold for the Medical Travel program (over \$80,000), would not be eligible to stay at the boarding homes.

The Northwest Territories Health and Social Services Authority will continue to work on educating staff, to ensure they are relaying complete information to medical travel clients. A medical travel info bulletin will also be provided to staff clarifying that they are to inform patients of their eligibility to stay in the boarding home during day trips when applicable.

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The goal of the Medical Travel program review currently underway is to improve customer service; provide better information to medical travel staff, providers and patients; and streamline business processes to become more efficient.

Thank you.



Glen Abernethy  
Minister of Health and Social Services

c Mr. Tim Mercer  
Clerk of the Legislative Assembly

Mr. David Hastings  
Legislative Coordinator  
Department of Executive and Indigenous Affairs

