

Indigenous Patient Navigator Program (IPN)

The IPN program offers support and assistance to Indigenous patients/clients who are referred to St. John's, NL for medical treatment.

The IPN program provides a link between Indigenous communities and Eastern Health care providers.

Services and Support

- Navigation to appointments
- Arranging interpretative services for Inuttitut
- Assistance to access meals, transportation, accommodations, medical supplies and discharge planning
- Liaising with internal and external agencies
- Education and information sharing

To Access the IPN Program

Monday to Friday (8am-4pm)

Ashley Dicker

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Dillion Montague

Indigenous Patient Navigator
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NIHB Medical Travel Information

218 Kelland Drive Goose Bay
Monday to Friday (830am-430pm)

1-709-896-5308

1-709-896-3557

1-709-896-8587

Toll free: 1-866-606-9750

Extension: 230, 226, 247

Fax: 1-709-896-9761

Email: nihb@nunatsiavut.com

Client Liaison

Labrador Health Centre Goose Bay
1-709-896-8827

After hours Monday-Friday (4pm-8pm)

Holidays and weekends (8am-8pm)

1-709-896-1801

Ground Transportation Goose Bay

1-709-896-1995

Regional Transport(RT) Goose Bay

1-709-897-2119

Ground Transportation St. John's

First Light

1-709-749-1894

*contact for pick up on arrival

**this is a 24/7 transportation line.

NIHB Travel Information St. John's

You are booked to stay at:

Confirmation #

Please ensure you have **Valid ID** prior to traveling (not expired) and the name on your tickets matches the name on you ID.

Please inform NIHB staff of any changes to your **travel plan or medical appointments** (all of the numbers are noted on the brochure). If it's after 4:30pm please call the Client Liaison Worker or the On Call number.

If your flight is cancelled and it's after hours you are responsible to cancel your hotel reservations. The name of the hotel and your reservation number is noted on the brochure.

For North Coast Beneficiaries, once landed in Goose Bay, you must check in to the Client Liaison office at the Labrador Health Centre right away.



Transportation

In St. John's

Ground Transportation (First Light) is available in St. John's. However, due to driver limitations (road, traffic conditions, client volume etc.) you may have to wait up to two (2) hours. Please call well in advance to book your ground transportation.

If First Light fails to show, please call 749-1894. If they are unable to pick you up, they will authorize a taxi for you.

If you choose to travel in a taxi not arranged by First Light you **will not** be reimbursed for it.

Outside St. John's

Ground Transportation is offered within city limits only. If you have accommodations or appointments that are not within the city limits you will be responsible for your own ground transportation.

**Keep receipts to claim mileage for reimbursement.*

Air Travel

If you fail to inform NIHB of any change to your air travel or miss your flight without a valid reason, your ticket will be forfeited/lost with the airline and you will be invoiced for the costs to NIHB.

If your flight is cancelled and it's after hours you are responsible to cancel your hotel reservations. The name of the hotel and your reservation number is noted on the brochure.

Accommodations

Private

Per adult:
\$50/night without meals
\$100/night with meals

Per child (1-4 years of age):
\$25/night without meals
\$50/night with meals

Hotel

NIHB will book hotel accommodations if requested. Not including Air B&B's.

If you pay for your own hotel accommodations, NIHB will reimburse at the approved NIHB rate of \$175 (taxes in) per night.

If there are any damages to accommodations you will be responsible for the cost.

Changes to Accommodations

If there are any changes to your accommodations, please notify NIHB immediately. If you are a 'no show' at a hotel because of a change to your accommodations or trip, you will be invoiced for the costs to NIHB.

If you are required to stay longer due to additional appointment/s, please contact NIHB and the appropriate arrangements will be made.

NIHB staff will determine if it is more cost effective to extend your stay or arrange return travel and book an additional trip for your next appointment.

Meal Allowances

Regular Rate (ages 4 to adult)

Breakfast\$19.00
Lunch\$19.00
Supper\$38.00

**A maximum daily total of \$76.00 per day*

Infant/Toddler Rate (ages 0-3, inclusive)

Breakfast\$9.50
Lunch\$9.50
Supper\$19.00

**A maximum daily total of \$38.00 per day*

You are responsible for any overages.

You are responsible for any incidentals; for example tips, phone-calls, etc. NIHB will not fund these types of expenses.

ABSOLUTELY no alcohol is permitted to be charged to NIHB's account.