



Conseil Cri de la santé et des services sociaux de la Baie James
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Cree Board of Health and Social Services of James Bay

Version 1, March 2017

In December 2016, the name for Cree Patient Services (CPS) was changed to Wiichihituwin. This name means “helping one another”.

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Updated information and forms can be found at creehealth.org/cps/

YOUR TRIP



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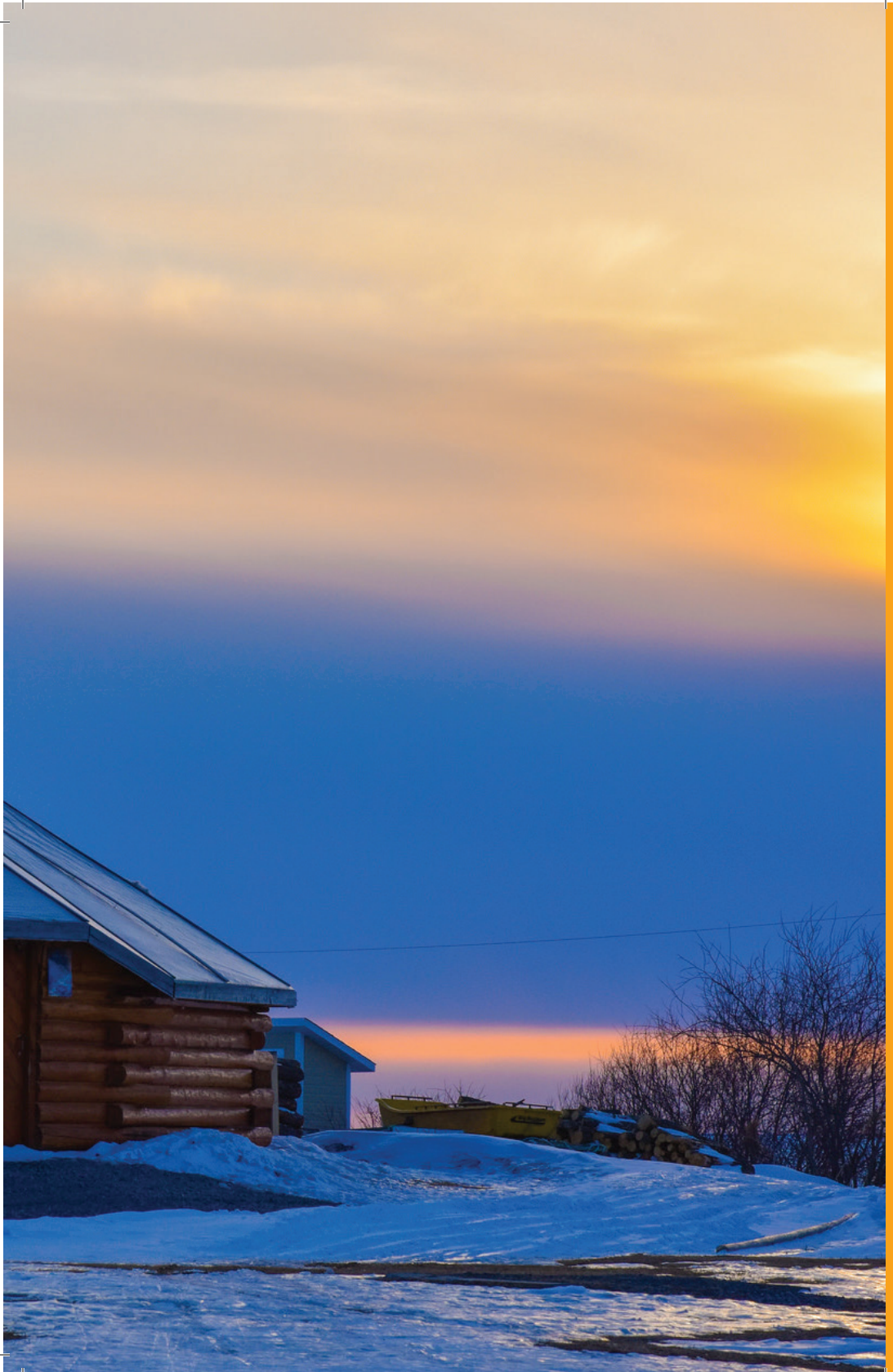
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Abbreviations

CMC — Community Miyupimaatsiun Centre
CPS — Cree Patient Services/Wiichihiituwin
RAMQ — Régie d'assurance maladie du Québec
MCH — Montreal Children's Hospital
MGH — Montreal General Hospital



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before you leave

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How do I access Wiichihiituwin?

- You must be a **Cree beneficiary** listed under the JBNQA and living in the community*.
- Patients and escorts must have a valid **Quebec health (RAMQ) card** or temporary attestation with them at all times**.
- You must have a **referral** from a CBHSSJB doctor for your outside medical visit.

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**If you are not living in the community, contact the CMC where you are a band member.*

*** To find out how to get a RAMQ card, call 1-800-561-9749.*



Clients

As a client, it's important to...

- **Respect** your appointment at all times (it affects others also waiting for treatment).
- **Confirm** your appointment, flight and departure date with your local CMC/clinic 5 days before your trip.
- **Be on time** and ready for transportation.
- **Let your CMC/clinic know** in advance if you have to cancel your appointment (See **Cancellation Policy** on page 37).
- **Talk to your medical/dental secretary** to make sure you and your escort understand all about your appointment/preparations and what you need to know before you leave. Talk to the CMC nurse if your case is more serious (e.g. cancer).
- Let Wiichihiituwin know the **next steps** — appointments, medication changes, medical equipment (oxygen tank, wheelchair, bath seat).
- Go see the Wiichihiituwin receptionist before and after your appointment.

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You need an **escort** if you are:

- under 18 (mandatory) or over 65 (if needed).
- mobility-impaired.
- travelling with a baby under 8 months old who is breastfeeding.



Authorized escorts

- Are 18 years or older and healthy.
- Speak Cree and English or French.
- Are needed by the client and are responsible for client safety and protection*.
- Are not responsible for other escorts.
- Need to be prepared for the client's diagnosis.

What does an escort do?

- **Helps look after** client at all times.
- **Is aware** of client's current health status.
- **Ensures** client has all required medical and travel documents.
- **Checks warrant** for travel times.
- Makes sure client is **ready on time** for pickup.
- **Goes to all appointments** with client.
- Spends at least **4 hours/day** with the client.
- **Remains** with a minor at all times.
- **Carries** client's luggage.
- **Helps** with client's hygiene
- **Returns home** when client is discharged or after 2 weeks of complete attendance.

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**Risky/unsafe behaviour (intoxication, violence, neglecting client, client missing/late for appointment without valid reason) will result in cancellation of lodging and transportation and no expense reimbursement.*



What to pack



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- Appointment confirmation** document from CMC.
- Travel warrant** If you are going by car.
- The right clothes** for the weather (check forecast). Make sure you have enough with you (luggage weight limit is 22kg/48lbs).
- RAMQ card** (you and your escort) or temporary card, and **hospital card** if you have one.
- ID card** with photo.
- Wheelchair, walker or cane** (labelled).
- C-PAP machine, portable oxygen concentrator, insulin** (carry-on, so it doesn't freeze) if you use them.
- X-rays** or CD with your x-rays.
- Medication** (enough for a month) in your carry-on luggage; make sure it doesn't freeze.
- Dressings:** pack what you may need for a few days (bandages, cream, special medication, tape).
- Toiletries** (toothbrush, toothpaste, brush, razor).
- Alarm clock** (you are responsible for waking up on time).
- Money** for personal expenses (long distance calls, laundry, room service, parking, shopping, movies).
- Heavy medical equipment** (electric wheelchair, dialysis boxes, specialized milk for babies): please advise Wiichihiituwin before you leave.
- Travelling with a baby?** Make sure you have everything you need (*see opposite page*).
- Note down the **after-hours phone numbers** for Wiichihiituwin drivers (*see page 38*).

Travelling with a baby/child: What to bring



Start preparing to pack a few days before.

- Car seat and sling/carrier or collapsible stroller.
- The right clothing for baby (check forecast).
- Breastfeeding? Remember to bring all your supplies (breastfeeding pads, pump, etc).
- You need to have a car seat before you can leave the hospital with your newborn baby.
- Bottles and formula if you use them.
- Prescriptions for specialized formula.
- Diapers, wipes, changing pad, plastic bags.
- Be prepared for leaky diapers or spit-up—have extra clothes for baby handy.
- Baby blankets (in case plane is cold/for burping).
- Pacifier, if your baby uses one.
- Washable bibs.
- Sippy cup, baby food for a day, if baby is older.
- Snacks for you.

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Notify the CMC before you leave to ensure your baby is authorized to travel. **Never leave** your baby or child alone (during travel, in hotel, at boarding home).





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travelling

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Flying?



In partnership with Air Creebec, the CBHSSJB runs medical charter services, inland and coastal, Sunday to Friday. Regional Wiichihituwinn will book your charter flight.



You and your escort will need a **valid photo ID**

Flying south



Give local CMC/clinic the name of your escort. He/she must accompany you on travel, otherwise you won't be allowed on the plane.

Confirm your appointment and travel arrangements with the clinic.

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Flying north



- **Confirm flight time** with Wiichihituwinn receptionist. Find out when the Wiichihituwinn driver will **pick you up** at the transport pick-up spot. You are responsible for waking up on time.

CHARTER flight

- From Montreal, depart Air Creebec charter terminal, 9475 ave Ryan, **Dorval**.
- Check in at Air Creebec charter terminal **at least 1 hour** before flight time.

REGULAR flight

- From Montreal, depart **Pierre Elliot Trudeau Airport**.
- Check in at Air Creebec counter **at least 1 hour** before flight time.

Updated charter schedules: creehealth.org/charters



Medical Liaison information

- After your appointments, please request a copy of your medical report from your doctor and bring it to the Wiichihitwin office. Your liaison nurse will send the medical information to your health professionals at the CBHSSJB and/or relevant departments in the hospitals.
- While you are at your appointment, please ask your specialist when your next follow-up will be.

Mental Health Services

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- Urgent mental health services (psychotherapy and psychiatric sessions) are provided by social services teams in Val d'Or/Montreal.
- Pregnant mothers who are minors, newly-diagnosed dialysis patients and medevacs receive these services automatically.
- Clients get access to these services through psychological authorization from their CMC.
- Any questions or a request for help? Call the Val d'Or/Montreal Wiichihitwin office. A social worker will take the request and find a way to help you.





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lodging and meals

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Lodging

- Wiichihituwin provides lodging and local transportation to and from your appointment.
- **Wiichihituwin must have your contact number** for any possible changes to your appointment, for transportation and for financial issues.
- **Let your local CMC know** if you are staying in a *private home* or *other hotel* — some benefits might not be available.
- **Lodging claim forms:** Available on CreeHealth website: creehealth.org/cps/forms.
In Montreal: forms can be picked up and submitted to Wiichihituwin offices (6th floor, 1055 René Levesque Est or 2nd floor, Espresso Hotel).
In Val d’Or and Chibougamau: Wiichihituwin receptionist. After form is filled out, reimbursement can take up to 8 weeks.

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private home: \$56/day*

Your host fills out a **lodging claim form** that you submit to Wiichihituwin.

other hotel: \$56/day*

You must fill out a **lodging claim form** and submit it to Wiichihituwin.

*From the day before your first appointment until the day following your last appointment. For other hotel: \$56 = \$23 for lodging + \$33 for meals.

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Meals



Boarding homes (Val d'Or)

Boarding homes provide breakfast, lunch and supper + snacks, and a lunch bag for traveling home.

Restaurant

Before you eat at a restaurant, call Wiichihiituwin to make sure the meal is an authorized expense. Save receipt for reimbursement. (breakfast: \$8, lunch: \$10, supper: \$15)

Hotel Espresso

At Hotel Espresso, meals are provided; meal tickets are issued at reception — if not available, call the Wiichihiituwin office. There is also a community kitchen on the SS level where you can cook.

Forms: creehealth.org/cps/forms





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getting around the city

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Cree interpreters



- Interpreter services are guaranteed if arranged in advance.
- Cree interpreter services are offered to all clients in Montreal, Val d'Or and Chibougamau.
- The interpreter will give preference to clients who are alone.
- If the client has an escort, the interpreter will check that the escort is able to translate.

Do interpreter services need to be set up before the client leaves the community?

- **In Montreal:** call the Wiichihituwin office to arrange for an interpreter. Interpreters will see as many clients as possible at The Glen, MCH, and MGH.
- **In Val d'Or or Chibougamau:** ask at the Wiichihituwin reception.

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What if the client needs services and they are out of the community?

- Call Wiichihituwin to make arrangements if you live outside the community.





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prescriptions

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Filling your prescription



- **In Montreal for personal reasons:** Call your CMC for prescription which will be faxed to the *Place Alexis-Nihon Pharmaprix* for pick up. Please bring your Indian status and RAMQ cards.
- **In Montreal with Wiichihituwin and staying at Espresso:** Prescription will be delivered to the front desk who will call you to pick it up from there. *After 5pm/weekends:* Give prescription to the evening Dispatch/driver who will arrange for delivery to Espresso front desk.
- **In Montreal with Wiichihituwin and staying at private lodging:** Make sure your liaison nurse has your lodging address — your prescription will be delivered to this address. *After 5pm/weekends:* Give prescription to evening dispatch/driver who will arrange for delivery to your private lodging.
- **Prescription renewals in your community** are filled by your local CMC — give your prescription to the Wiichihituwin Nurse.
- **Val d'Or and Chibougamau:** After your appointment, bring your prescription to the Wiichihituwin reception. If after hours, call the receptionist the next day.



Coming home



Reimbursements

- **For reimbursements in Montreal:** contact the *Admin Tech* at (514) 989-1393, ext 73223.
- **If you stayed at a private home:** submit the *Lodging Claim Form* your host filled out to Wiichihituwin*.
- **If you stayed in a different hotel:** (not Hotel Espresso), submit your hotel bill to Wiichihituwin.
- For all **authorized meals at a restaurant:** submit your receipt to Wiichihituwin (breakfast: \$8, lunch: \$10; supper: \$15).
- If you took an **authorized taxi ride:** submit your receipt to Wiichihituwin.
- If you weren't able to get meals or taxi ride authorized beforehand, contact Wiichihituwin to see if it can be authorized.

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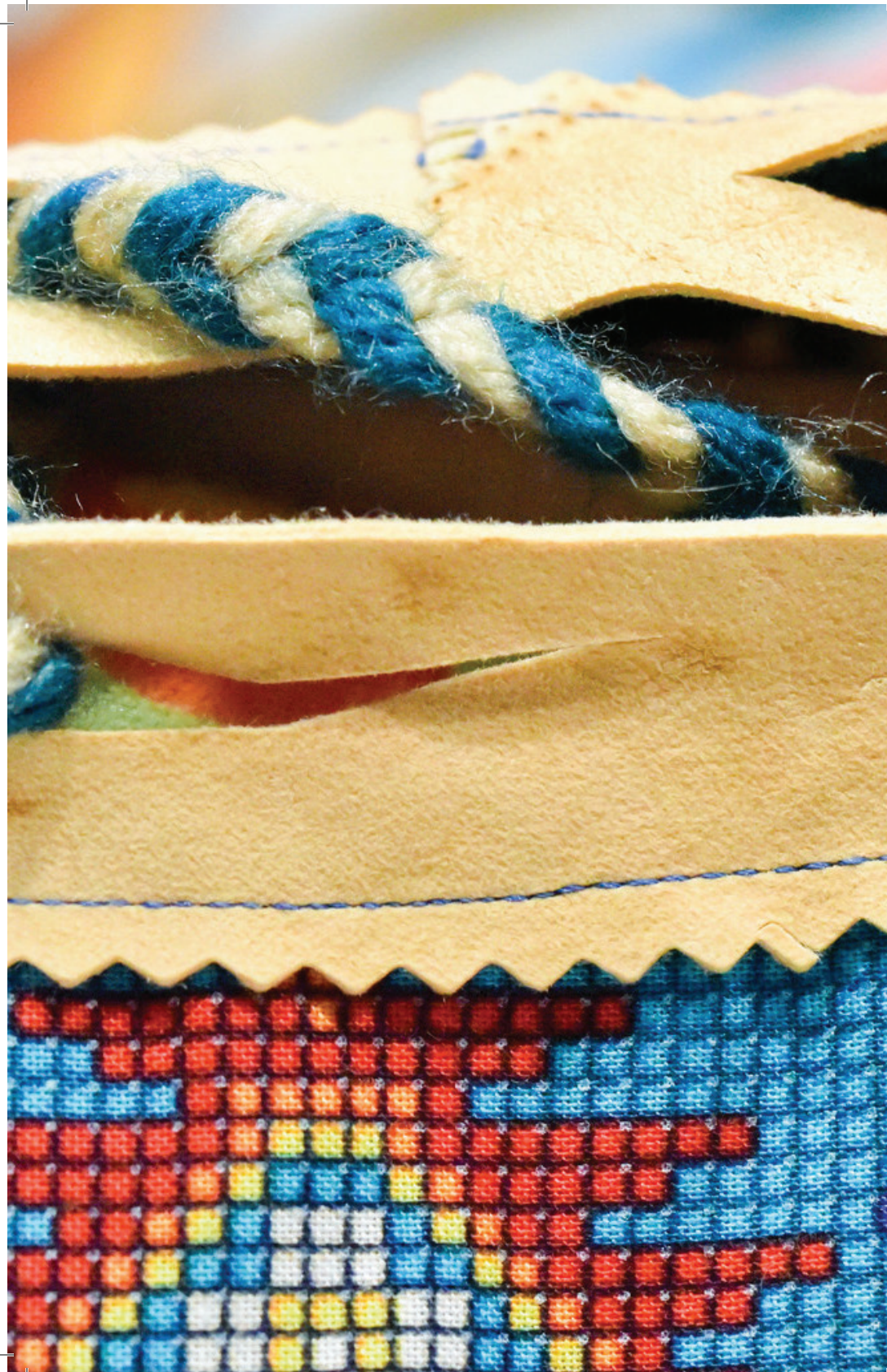
Clinical follow-up

- Let Wiichihituwin know about any future appointments.

* 2nd floor of the Hotel Espresso.

Forms: creehealth.org/cps/forms





Wiichiituwin will...



- Connect between clients, community CMCs, and outside medical establishments.
- Set up your medical appointment.
- Arrange travel for you/your escort.
- Arrange transport from community to local airport.
- Book your lodging and ensure all lodging and food needs are met.
- Provide transportation to your appointment and get prescriptions filled.
- Provide a Cree interpreter.
- Reimburse you for authorized costs.

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Wiichiituwin doesn't cover...



- Private medical services (not covered by RAMQ); Wiichiituwin only covers services referred by CBHSSJB medical professionals.
- Private hospital room.
- Parking fees.
- Hotel expenses if you stay overnight while driving.
- Hotel movie rentals, long-distance calls, minibar expenses and intentional damage to hotel room.

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contact info



CHIBOUGAMAU (418) 748-4450

Evenings & weekends **(418) 748-4450, x1**

MONTREAL

1055 boulevard René-Lévesque E

Montréal, QC H2L 4S5

Fax (514) 989-7273

Monday - Wednesday: 8am to 10pm

Thursday - Friday: 8am to 5pm

Saturday: 9am to 5pm

Sunday: 3pm to 10pm

(514) 989-1393, x73229

Outside these hours: (514) 891-7295

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VAL D'OR

Monday - Friday: 7am to 10pm

Saturday: 11am to 6pm

Sunday: 11am to 8pm

Holidays: 10am to 5pm

(819) 825-5818, dial 0 for receptionist

Fax (819) 825-4939

For after-hours, clients and escorts should stay at hospital or find private accommodation until Wiichihituwin office opens or until the weekend driver starts his shift. If no accommodations can be made, ask nurse at the emergency.

COMPLAINTS

Need to discuss a situation or file a complaint?

Quality Services and Commissioner of Complaints Office

1-866-923-2624 (leave your name and number)

1-819-855-7650 (cell)

R18.complaints@ssss.gouv.qc.ca

<http://www.creehealth.org/users-rights/complaints>



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Wiichiituwin



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www.creehealth.org/cps