

<p><b>POLICY TITLE</b></p> <p><b>MANITOBA AMBULANCE SERVICES PROGRAM: FUNDING FOR INTER-FACILITY TRANSPORTATION</b></p> <p><b>Branch/Division</b></p> <p><b>Emergency Medical Services/ Corporate and Provincial Program Support</b></p> <p><b>Responsible Authority</b></p> <p><b>Director, Emergency Medical Services</b></p>	<p><b>Policy Category/Number</b> <b>HCS 225.1</b></p> <p><b>Date Approved</b> <b>November 2007</b></p> <p><b>Applicable to</b> <b>Manitoba Health, Regional Health Authorities and All Land Ambulance Licence Holders</b></p> <p><b>Review Date</b> <b>July 2015</b></p> <p><b>Date Revised</b> <b>July 2013</b></p> <p><b>Page</b> <b>1 of 11</b></p>
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## 1.0 POLICY STATEMENT

***Manitoba Health will fund the patient's cost of land ambulance inter-facility transports (IFT) when the patient is a Manitoban, the ambulance is medically necessary and the IFT is between designated health facilities.***

## 2.0 BACKGROUND

The cost of land ambulance inter-facility transport varies considerably across the province and is costly enough to cause financial hardship to many Manitobans especially those who live in rural Manitoba. As of November 15, 2006, the patient's cost of eligible land ambulance IFT will be funded (as approved) by central government. The general intent is to fund the patient's cost of land ambulance inter-facility transports between designated health facilities where transport by ambulance is medically necessary.

Ambulance services, including land emergency medical response services are not insured health services under the Canada Health Act.

Land ambulance transports are not an insured service under The Health Services Insurance Act. When a patient receives a service from a licensed land system he/she is responsible to pay for the non-insured goods and services and is therefore responsible to pay for any charges issued by the land system.

This policy replaces the 24 Hour Directive issued as a policy statement and letter to facilities by Manitoba Health Services Commission dated January 27, 1989.

## 3.0 PURPOSE

**3.1** To clarify what patient costs are funded under this policy.

**3.2** To clarify which IFT are funded.

3.3 To ensure that each patient is informed of the IFT for which he/she is responsible to pay.

3.4 To clarify the responsibilities of Manitoba Health and regional health authorities (RHA).

#### 4.0 DEFINITIONS

##### 4.1 Medical Transport

Medical transport involves transporting the patient by a land ambulance to the most appropriate facility and continued provision of medical care enroute. There are two types of medical transport:

4.1.1 Inter-facility transport (4.2), and

4.1.2 Primary response (4.7).

##### 4.2 Inter-facility transport (IFT)

IFTs are defined as land ambulance transports between designated health facilities:

- a) for the purpose of accessing diagnostic services and treatment that are not available in the referring facility, or
- b) to repatriate a patient from a higher level of care to a facility nearer the patient's home for rehabilitation or recovery, or
- c) for bed management reasons where the transfer will promote patient flow through the system.

##### 4.3 Ambulance

An ambulance is a land ambulance licensed as a land system under *The Emergency Medical Response and Stretcher Transportation Act*.

##### 4.4 Designated Health Facility

Facilities are designated under this policy and are listed in Appendix A. Appendix A may be modified from time to time.

##### 4.5 Medically Necessary

An IFT must be medically necessary (5.1.2). The patient "*medically requires[s]*" transport by an ambulance when the following criteria are met:

4.5.1 The patient is stretcher bound due to illness or disability, and

4.5.2 The patient is in the care of/requires active treatment for a medical condition that would be provided by a health professional licensed/registered in the Province of Manitoba.

##### 4.6 Other Coverage

The patient is not eligible under this policy if they are:

4.6.1 a member of the Canadian Forces

4.6.2 a veteran of the Canadian Forces who is eligible for health care benefits from Veterans Affairs Canada

4.6.3 an inmate of a Federal prison or penitentiary

4.6.4 a person with a work related illness or injury and who is eligible for coverage under The Worker's Compensation Act

4.6.5 a person involved in a motor vehicle incident and who is eligible for coverage under The Manitoba Public Insurance Corporation Act

4.6.6 a person who is receiving social assistance funding

4.6.7 a First Nations person or an Inuit who is an eligible recipient entitled to receive benefits under the Non-Insured Health Benefits Program, Health Canada

#### **4.7 Primary Response**

For the purpose of this policy a primary response is the response by a land system to a request from the community for emergency medical service, including assessment, treatment and transport to access acute care services, where the precipitating medical or trauma event is of an unknown, or a potentially acute or life threatening nature, and generally where the condition, if not treated promptly may result in impairment or deterioration up to and including death.

#### **4.8 Specifically and Conditionally Designated Health Facility**

Facilities that are not listed under Appendix A, but are identified by Regional Health Authorities and approved by Manitoba Health as a Designated Health Facility for the purpose of this policy under certain conditions. The procedure is outlined in Appendix B.

### **5.0 POLICY**

**5.1 Criteria.** Patients are eligible for funded IFT when all the following criteria have been met:

- 5.1.1** The patient is an insured person under *The Health Services Insurance Act* and does not have access to other coverage ("other coverage" as defined within this policy).
- 5.1.2** The patient must medically require transport by an ambulance and the IFT must be approved by a physician or an individual with delegated medical authority by the applicable RHA.
- 5.1.3** The patient is being transported by ambulance between or among designated health facilities:
  - a) for the purpose of accessing diagnostic services or treatment that are not available in the referring facility, or
  - b) to repatriate a patient from a higher level of care to a facility nearer the patient's home for rehabilitation or recovery, or
  - c) for bed management reasons where the transfer will promote patient flow through the system.

#### **5.2 Exclusions.**

The following are not covered under this policy:

- 5.2.1** Air ambulance transports within Manitoba.
- 5.2.2** Air or land ambulance transports of Manitobans outside of Manitoba except as noted in Exceptions 5.3.3.
- 5.2.3** Ambulance transports of patients who could be transported by personal vehicle, taxi, handi-van or other public transportation when the patient's condition does not warrant the need for an ambulance/paramedics, even when other modes of transportation are not available.
- 5.2.4** Ambulance transports of patients who have been discharged from a health facility to home.
- 5.2.5** Ambulance transports that are defined as primary response, including primary response for residents of personal care homes (refer to the Resident Transportation Policy of the Personal Care Home Administration Manual) and ambulance transports where a patient presents at a physician's clinic, regionally operated primary health center, provincial or federal nursing station, or other non-designated health facility and subsequently requires transport to a health facility.
- 5.2.6** Ambulance transports resulting from a planned attendance at an out patient clinic in a hospital.

### 5.3 Exceptions

- 5.3.1** Where a patient arrives by personal means at a hospital that normally has emergency services but for a limited time (up to one week) is temporarily not providing services and subsequently requires ambulance to a health facility the subsequent transfer fee may be eligible for funding as an IFT under this policy.
- 5.3.2** A licensed stretcher transportation service may be substituted as an ambulance where appropriate. It is the responsibility of the RHA that makes arrangements with the stretcher car to pay the stretcher transportation service's charges.
- 5.3.3** Transportation of a Manitoba patient outside of Manitoba, or when an IFT crosses the Manitoba boundary will be eligible as follows:
  - 5.3.3.1** Where a Manitoba patient residing near a provincial or international border, who normally accesses medical care in a specifically and conditionally designated facility outside Manitoba, and following assessment or treatment in that facility a physician determines that the patient requires a higher level of care and is referred back to a Manitoba facility.
  - 5.3.3.2** Where a patient in a designated Manitoba facility requires services that are best accessed in a specifically and conditionally designated facility in the neighboring province/state (e.g. an individual in the Roblin Hospital needs emergent specialized obstetrical care; Yorkton Hospital is significantly closer than any other hospital having that care available at that time) an ambulance transport to that facility, and the subsequent return from that facility where medically necessary.
  - 5.3.3.3** Where a Manitoba patient receives care in a facility outside Manitoba as described above, and that patient is subsequently referred to a higher level of care at another location outside Manitoba, or subsequently returned from that facility to a Manitoba facility, the cost of ambulance transport may be eligible under limited circumstances. The patient is responsible to pay the ambulance bill initially, and may submit an appeal for coverage through the RHA where he/she resides. The RHA would submit the ambulance bill for consideration of payment to the EMS Branch of Manitoba Health and Healthy Living.
  - 5.3.3.4** Reimbursement under 5.3.3.3 would be provided only when the transport is completed by an ambulance service (or stretcher service) licensed in Manitoba.
  - 5.3.3.5** Where a Manitoba patient is transported out of province by air, and is eligible under the Manitoba "Out of Province" benefits program, (eg transplant surgery cases to London, Ontario), the land ambulance transport costs from the Manitoba hospital to the airport, and the land transport costs to the referral hospital in the other province would be eligible for funding under the program.

Note: Manitoba residents who become ill or are injured while traveling outside of Manitoba for any reason except as outlined in 5.3.3 are not eligible for funding of IFT costs while outside of the province or for repatriation to Manitoba under the Manitoba Ambulance Services Program.

### 5.4 Responsibilities

- 5.4.1** The patient will pay for ambulance transports that are not eligible IFT under this policy.
- 5.4.2** The RHA is responsible for ensuring that the patient, the public and health care providers within their region are informed of this policy.
- 5.4.3** Where there is a possibility that the patient may be responsible for paying for the ambulance transport, the RHA making the arrangements for the ambulance transport (referring facility) is responsible for ensuring the following:

**5.4.3.1** That the patient is informed of any potential costs that the patient may have to bear prior to the ambulance transport and any subsequent ambulance transports.

**5.4.4** The RHA is responsible for the following:

**5.4.4.1** Ensuring that the patient is eligible under this policy.

**5.4.4.2** Ensuring that the ambulance crew documents the patient's 9 digit personal health identification number (PHIN) and other pertinent information related to the IFT in the patient care report and that the electronic excerpt is submitted to Manitoba Health as required by legislation.

**5.4.4.3** The provincial checklist is completed and signed prior to the patient being transported from the sending facility. Where there are multiple transports in an IFT, a copy(s) of the checklist will accompany the patient/be made available to any subsequent land ambulance provider.

**5.4.4.4** Maintaining the capacity to provide hard-copy individual billing information to Manitoba Health for the purpose of auditing for compliance.

**5.4.4.5** Maintaining the capacity to report call volumes and charges associated with IFTs by payer to Manitoba Health. Category of payer will be determined by Manitoba Health.

**5.4.5** The RHA making the arrangements will ensure that the IFT is approved by a physician or an individual delegated medical authority by the applicable RHA to approve the medical necessity for an ambulance.

**5.4.6** Costs associated with an escort (e.g., nurse) are the responsibility of the applicable RHA and will not be billed to the patient or the Manitoba Ambulance Services Program.

**5.4.7** The RHA will make any requests for designation of a facility as a "Specifically and Conditionally Designated Health Facility" under this policy as outlined in Appendix B.

**5.4.8** Through implementation of this policy, the RHA will ensure that the all IFTs deemed as eligible IFTs fall within this policy.

## **6.0 CORE SUPPORTING DOCUMENTS: Standards, Procedures, Guidelines**

**6.1** Appendix A: Designated Health Facilities

**6.2** Appendix B: Procedure to Apply for Designation of Health Facility

## **7.0 POLICY DOCUMENTS**

**7.1** Not applicable

## **8.0 REFERENCE DOCUMENTS**

**8.1** Not applicable

## Appendix A

### DESIGNATED HEALTH FACILITIES

<b>Related Policy Title</b>	<b>MANITOBA AMBULANCE SERVICES PROGRAM: FUNDING FOR INTER-FACILITY TRANSPORTATION</b>
<b>Responsible Authority</b>	<b>Director, Emergency Medical Services</b>

\*\*Designation of health facility applies only to in-patients of the facility.

Altona - Hospital  
 Altona – Altona community Memorial Health Centre  
 Arborg - Pioneer Health Services PCH  
 Arborg Hospital  
 Ashern Lakeshore Hospital  
 Ashern PCH  
 Baldur Hospital  
 Baldur Manor PCH  
 Beausejour - Eastgate Lodge - PCH  
 Beausejour Hospital  
 Benito Health Centre - PCH  
 Birtle PCH  
 Birtle Health Centre\*\*  
 Boissevain - Boissevain PCH  
 Boissevain - Westview Lodge PCH  
 Boissevain Hospital  
 Brandon Regional Health Center  
 Brandon- Valleyview Care Centre  
 Brandon-Dinsdale PCH  
 Brandon-Fairview Home PCH  
 Brandon-Hillcrest Place PCH  
 Brandon-Rideau Park PCH  
 Carberry Hospital  
 Carberry PCH  
 Carman Boyne Lodge PCH (Excluding EPH)  
 Carman Hospital  
 Cartwright Health Centre  
 Churchill Health Centre - Hospital and PCH  
 Crystal City - Rock Lake Hospital  
 Dauphin - PCH  
 Dauphin - St Paul's Home PCH  
 Dauphin General Hospital  
 Deloraine - Brendelwin Lodge PCH  
 Deloraine - Deloraine PCH  
 Deloraine Hospital

\*\*Designation of health facility applies only to in-patients of the facility.

Elkhorn - Elkwood Manor PCH  
Emerson PCH  
Emerson Health Centre\*\*  
Erickson PCH  
Erickson Health Centre\*\*  
Eriksdale PCH  
Eriksdale-E.M.Crowe Hospital  
Fisher Branch PCH  
Flin Flon Hospital  
Flin Flon PCH  
Flin Flon-Northern Lights Manor PCH  
Gilbert Plains Health Centre - PCH  
Gillam Hospital  
Gimli - Betel Home PCH  
Gimli - Johnson Memorial Hospital  
Gladstone – Seven Regions Health Centre  
Gladstone-Third Crossing Manor PCH  
Glenboro Hospital  
Glenboro PCH  
Grandview Hospital  
Grandview PCH  
Grunthal - Menno Home PCH  
Hamiota Hospital  
Hamiota PCH  
Hartney Comm Health Centre - PCH  
Killarney - Bayside PCH  
Killarney - Tri-Lake Hlth Centre  
Lac du Bonnet PCH  
Leaf Rapids Health Centre  
Lundar PCH  
Lynn Lake Hospital  
Macgregor – PCH  
MacGregor Health Centre\*\*  
McCreary Alonsa Health Centre PCH  
McCreary Alonsa Health Centre\*\*  
Melita & Area PCH  
Melita Hospital  
Minnedosa Hospital  
Minnedosa PCH  
Morden - Tabor Home PCH  
Morris Hospital  
Morris Red River Valley Lodge PCH  
Neepawa Hospital  
Neepawa-Country Meadows PCH  
Notre Dame - Foyer Notre Dame PCH  
Notre Dame Hospital  
Oak Bank - Kin Place PCH  
Pembina Manitou PCH  
Pembina Manitou Health Centre\*\*  
Pilot Mound - Prairie View Lodge PCH  
Pilot Mound - Rock Lake PCH

\*\*Designation of health facility applies only to in-patients of the facility.

Pinawa Hospital  
Pine Falls Hospital  
Pine Falls Sunnywood Manor  
Portage Hospital  
Portage-Douglas Campbell Lodge PCH  
Portage-Lions Prairie Manor PCH  
Reston - Reston PCH  
Reston – Reston Health Centre\*  
Rivers - Riverdale Hospital  
Rivers - Riverdale PCH  
Roblin - Crocus Court PCH  
Roblin Hospital  
Rossburn PCH  
Rossburn Health Centre\*  
Russell Hospital/PCH  
Russell PCH  
Sandy Lake PCH  
Selkirk - Betal Home PCH  
Selkirk - Red River Place PCH  
Selkirk - Tudor House PCH  
Selkirk General Hospital  
Selkirk Mental Health Centre  
Shoal Lake - Shoal Lake Strathclair PCH  
Shoal Lake Hospital  
Snow Lake Hospital  
Souris District PCH  
Souris Hospital  
St Adolphe PCH  
St Claude Pavilion PCH  
St Claude Hospital\*\*  
St Peirre - Repos Jolys PCH  
St Pierre Hospital  
Ste Anne - Villa Youville PCH  
Ste Anne Hospital  
Ste Rose - Dr Gendreau PCH  
Ste Rose Hospital  
Steinbach - Bethesda Hospital  
Steinbach - Bethesda Place PCH  
Steinbach-Rest Haven PCH  
Stonewall Hospital  
Stonewall-Rosewood Lodge PCH  
Swan Lake-Lorne Memorial Hospital  
Swan River - Swan Valley Hospital  
Swan River - Swan Valley PCH  
Swan Valley Lodge PCH  
Teulon - Goodwin Lodge PCH  
Teulon - Hunter Memorial Hosp  
The Pas - St Paul's Residence - PCH  
The Pas Health Complex

\*Designation of health facility applies only to residents of the facility. Primary response as in 5.2.5 applies.

\*\*Designation of health facility applies only to in-patients of the facility.

Thompson General Hospital  
Thompson Northern Spirit Manor  
Treherne - Tiger Hills Hospital  
Treherne - Tiger Hills Manor PCH  
Virden - District Hospital  
Virden - Westman Nursing Home PCH  
Virden-The Sherwood Lodge PCH  
Vita – Vita & District Health Centre  
Vita Hospital  
Wawanesa PCH  
Wawanesa Health Centre\*\*  
Whitemouth - PCH  
Winkler-Boundary Trails Health Centre  
Winkler-Salem Home PCH  
Winnipegosis Hospital  
Winnipegosis – Mossey River PCH  
Wpg Riverview Health Centre  
Wpg-Beacon Hill Lodge PCH  
Wpg-Bethania Mennonite PCH  
Wpg-Calvary Place PCH  
Wpg-Cancer Care Manitoba  
Wpg-Central Park Lodge-Parkview PI PCH  
Wpg-Charleswood Care Centre PCH  
Wpg-Concordia Hospital  
Wpg-Concordia Place PCH  
Wpg-Convalescent Home of Wpg  
Wpg-Deer Lodge Centre PCH  
Wpg-Donwood Manor PCH  
Wpg-Actionmarguerite (Sainte Vital)  
Wpg-Fred Douglas Lodge PCH  
Wpg-Golden Door Geriatric Centre PCH  
Wpg-Golden Links PCH  
Wpg-Golden West Centennial PCH  
Wpg-Grace Hospital  
Wpg-Health Sciences Centre  
Wpg-Heritage Lodge PCH  
Wpg-Holy Family PCH  
Wpg-HSC Children's  
Wpg-HSC Psychiatric Health Centre  
Wpg-HSC Rehabilitation Centre  
Wpg-HSC Respiratory Centre  
Wpg-HSC Women's Centre  
Wpg-Kildonan PCH  
Wpg-Lions PCH  
Wpg-Luther Home PCH  
Wpg-Maples PCH  
Wpg-Meadowood Manor PCH  
Wpg-Middlechurch Home PCH  
Wpg-Misericordia Centre  
Wpg-Misericordia Place PCH

\*\*Designation of health facility applies only to in-patients of the facility.

Wpg-Oakview Place PCH  
Wpg-Park Manor PCH  
Wpg-Pembina PI Mennonite PCH  
Wpg-Poseidon Care Centre PCH  
Wpg-River East PCH  
Wpg-River Park Gardens  
Wpg-Seven Oaks Hospital  
Wpg-Soult Clariebel Simkin Centre  
Wpg-St Boniface Hospital  
Wpg-St Josephs PCH  
Wpg-St Norbert PCH  
Wpg – South East PCH  
Wpg-Actionmarguerite (St. Boniface)  
Wpg-Tuxedo Villa PCH  
Wpg-Victoria Hospital  
Wpg-Vista Park Lodge PCH  
Wpg-West Park Manor PCH

## Appendix B

### PROCEDURE TO APPLY FOR DESIGNATION OF HEALTH FACILITY

<b>Related Policy Title</b>	<b>MANITOBA AMBULANCE SERVICES PROGRAM: FUNDING FOR INTER-FACILITY TRANSPORTATION</b>
<b>Responsible Authority</b>	<b>Director, Emergency Medical Services</b>

In accordance with Manitoba Ambulance Services Program: Funding for Inter-Facility Transportation Policy, facilities may be specifically and conditionally designated under the policy so that specified transports to and from the facility may be eligible for funding as an inter-facility transport (IFT) under that policy.

#### PROCEDURE

- 1.0** Regional Health Authorities (RHA) will apply for designation of facilities in writing and will include the following:
  - 1.1** Name of the facility
  - 1.2** A description of the services that would be accessed at the facility by patients who are transported to the facility.
  - 1.3** The reasons for accessing services at this facility as opposed to accessing either itinerant services at the sending facility or accessing the nearest hospital that can provide the services the patient requires.
  - 1.4** The conditions under which the RHA would approve this transport and the steps that would be taken by the RHA to ensure that the conditions are met.
  - 1.5** The estimated annual volume of the transports to this facility.
  - 1.6** Other information that will assist in decision-making.
- 2.0** Manitoba Health will review the request and determine whether the facility will be specifically and conditionally designated under this policy.
  - 2.1** If approved, Manitoba Health will issue a designation under the policy that is specific to the facility and service, outlines the conditions of the designation and includes a review date.
- 3.0** The applicable RHA will administer the policy for all specifically and conditionally designated facilities, including all conditions.
- 4.0** The RHA will conduct a periodic review of the designation and related IFTs and provide a report to Manitoba Health prior to the review date (2.1).
- 5.0** Manitoba Health will review designations and determine whether they will be renewed.