A Guide to Accessing Hospital Care in the Winnipeg Health Region

If hospitalization occurs outside of the Province of Manitoba, and there is a need for ongoing hospital care in Winnipeg, the following information will help understand how to be transferred back to a hospital in the Winnipeg Health Region:

1) Contact the appropriate persons listed on the travel insurance policy. They will manage the medical case and will assist with making all of the arrangements to travel back to Winnipeg. If there is no private travel insurance coverage, check with any private insurance company that a policy may be held with, to see if there is coverage for emergency transportation back to Winnipeg. If there is no insurance at all, you will be responsible for the costs of the return transportation and any medical escorts that are required. Assistance in making the arrangements, in the event of no insurance, can be requested from the hospital social worker or discharge planner.

2) The travel division of the insurance company will be responsible for making all of the arrangements for return to Winnipeg.

3) If the medical carrier or hospital staff are not sure how to arrange for care in Winnipeg, they may refer to the WRHA website to access the Guide to Accessing Acute Care Services in the Winnipeg Health Region – For Use by Health Care and Insurance Providers [http://www.wrha.mb.ca/facilities/files/PatientTransferGuide.pdf](http://www.wrha.mb.ca/facilities/files/PatientTransferGuide.pdf)

4) An Attending Physician in a Winnipeg Hospital must agree to accept care prior to returning to Winnipeg. The staff in the travel division of the insurance company will coordinate communication between the Physician currently providing care and the appropriate Physician in Winnipeg.

5) Once Physician acceptance has been obtained, a bed that matches the care needs will be allocated. The travel division of the insurance company can only make travel arrangements, once the bed is available. This entire process can take up to 72 hrs in some cases. Everything possible to bring you back to Winnipeg, as soon as possible, will be done.

6) Questions that remain unanswered may be directed to the Director of Utilization, with the Winnipeg Regional Health Authority, at 204-926-7060.