



**POLICY:** Personal Care Home Transportation Costs  
**Program Area:** Personal Care Homes  
**Section:** General  
**Reference Number:** CLI.6410.PL.029  
**Approved by:** Regional Lead – Community & Continuing Care  
**Date:** November 14, 2024

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**PURPOSE:**

To outline who is responsible for transportation costs for Personal Care Home (PCH) residents

**BOARD POLICY REFERENCE:**

Executive Limitation (EL-2) Treatment of Clients

**POLICY:**

This policy outlines the circumstances under which the cost of transportation is the responsibility of the resident or of the RHA in keeping with the *Manitoba Ambulance Services Program: Funding for Inter-Facility Transportation* policy (Nov. 2007).

The PCH Resident Information Handbook is to clearly state the transportation costs for which the resident is responsible for payment. A resident may have private insurance that will cover the transportation costs that are incurred.

**DEFINITIONS:**

**Ambulance:**

For the purpose of this policy an ambulance is an emergency medical response vehicle owned or operated by a land emergency medical response system licensed under The Emergency Medical Response and Stretcher Transportation Act (“land system”).

**Medically Necessary:**

For the purpose of the policy, transport by an ambulance is medically necessary when the following criteria are met:

- The resident is stretcher bound due to illness or disability, and
- The resident is in the care of or requires active treatment for a medical condition provided by a health professional licensed in the Province of Manitoba.

**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.

**Resident:**

Resident means a person who lives in a PCH and who is entitled under *The Health Services Insurance Act* to receive insured personal care services in the personal care home.

**Transportation Costs:** includes any fees associated with transportation including charges for an escort(s). The schedule of charges outlines the cost for transportation and escort fees to be paid by the responsible payer.

**IMPORTANT POINTS TO CONSIDER:**

The following chart outlines transportation costs and the associated responsible payer.

Type of Resident Transportation	Responsible Payer
Visits to family or friends and recreational outings	Resident
Transportation costs associated with routine visits to primary health clinics, physician/optometrist/audiologist/dentist/denturist/ or other practitioner clinics, or any transports where the resident is capable of traveling using a handi-van, taxi, or private automobile.	Resident
Transportation <u>to</u> a hospital where the visit has been scheduled through consultation with the receiving facility for treatment or a diagnostic test where the ambulance is <b>medically necessary</b> .	RHA except as set out in Other Coverage section of this Policy
Transportation <u>to</u> a hospital where the visit is a primary response for emergency medical service and where the patient is returned to the PCH within 24 hours.	RHA except as set out in Other Coverage section of this Policy
Transportation <u>to</u> a hospital where the visit is due to a primary response for emergency medical service and where the patient is not returned to the PCH within 24 hours.	Resident
Transportation of a patient <u>from</u> a hospital to PCH where the ambulance is <b>medically necessary</b> .	RHA except as set out in Other Coverage section of this Policy

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

- a person who is eligible for health care benefits, including coverage of transportation costs, from Veterans Affairs Canada
- a person involved in a motor vehicle incident and who is eligible for coverage of transportation costs under *The Manitoba Public Insurance Corporation Act*
- a person who has access to social assistance funding
- a person who is an eligible recipient entitled to receive benefits under the Non-Insured Health Benefits Program, Health Canada

This policy does not preclude licensed land systems, RHAs or Manitoba Health from requesting residents, who are eligible for coverage of the costs of transport by ambulance by insurers or other agencies not listed in above, to apply for payment of these costs by such insurer or other agency.

The Transfer of Residents Requiring Trained Escorts (CLI.4510.PL.013) policy provides direction to staff regarding residents requiring a trained escort while receiving diagnostics, therapeutic procedures, consults, appointments and/or transfer to another site outside of the facility.

**PROCEDURE:**

1. Nurse in-charge selects the most appropriate mode of resident transportation to hospital (e.g. car, handi-transit, stretcher service or ambulance) and the most appropriate escort to safeguard the health and well-being of the resident, based on an assessment of the resident's condition prior to transport.
2. Nurse provides the resident's required medications and pertinent information (e.g. transfer/referral form, including list of medications, copy of tests, x-rays, advance care plan and/or health care directive) to ambulance personnel or escort(s) transporting a resident to hospital.

**REFERENCES:**

Manitoba Ambulance Services Program: *Funding for Inter-Facility Transportation* policy (Nov. 2007).  
*The Manitoba Public Insurance Corporation Act*  
*The Health Services Insurance Act*