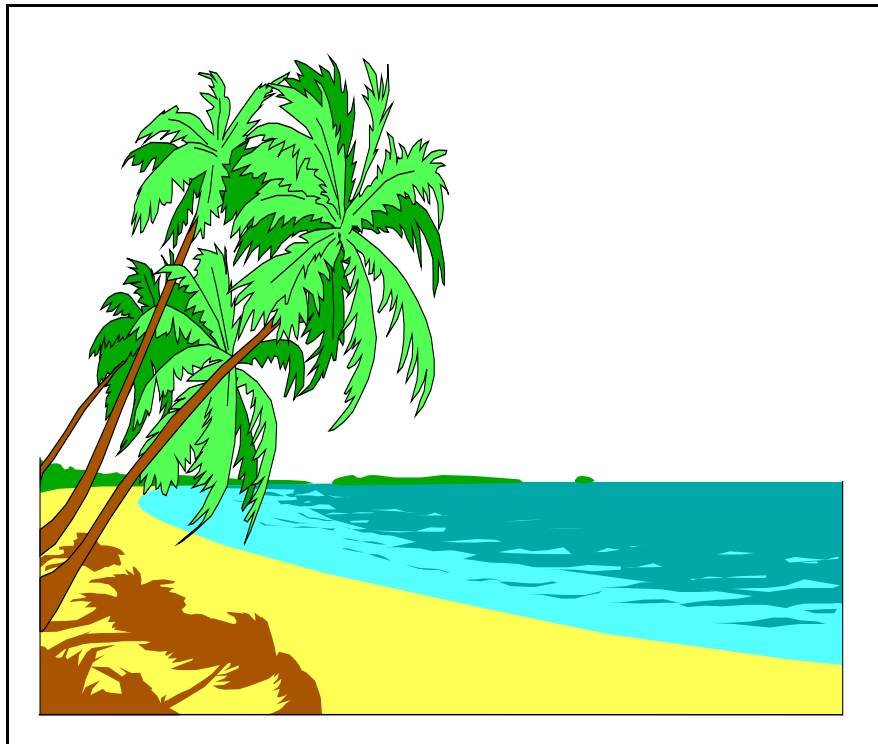


## **Travel Guide**

**A guide to planning hemodialysis  
when you are on holiday**



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**Department of Social Work  
St. Joseph's Hospital  
50 Charlton Avenue East  
Hamilton, Ontario  
905-522-1155 ext. 33101**



# Travel Guide

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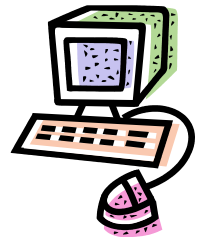
## In the beginning

When you are thinking about going on a holiday, you need to begin planning early. Give yourself at least a few months to plan your trip. For some vacations you may need longer to plan.



### Here are some guidelines to follow:

1. You need your Nephrologist's permission to travel first. During an appointment ask your Nephrologist if you can travel. Talk about any restrictions he or she may want you to follow.
2. Decide where you want to go:
  - This often depends if the closest dialysis centre will agree to do your treatments.
  - There are many steps you need to follow to find this out.
  - First look at the website: [globaldialysis.com](http://globaldialysis.com)
  - You can also ask a family member, friend or librarian to find this website for you. Your Social Worker can also give you some names and telephone numbers of dialysis centres to contact.
3. Contact your Social Worker who will:
  - Tell you about all of the forms you need to complete.
  - Explain how to contact the centre and what to say when you call.



**Remember . . .**

- As you plan your first trip most people need help and support.
- Many people on dialysis travel all over the world.
- Travel planning is easier after you have gone through the process once.

**What do I say when I call the dialysis centre to arrange dialysis?**

**You** need to call the dialysis centre to arrange dialysis. When you call use the “Dialysis Centre Worksheet” on the next page. Read this worksheet first then make some copies.

Complete a new worksheet for each centre you call.



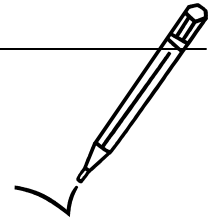
**Here are some helpful hints for calling:**

- Ask to speak to the Transient or Travel Coordinator. This is the person who helps arrange dialysis for people who are travelling. Give your name and say you are a hemodialysis patient at St. Joseph's Healthcare in Hamilton, Ontario, Canada.

- When you talk to the Transient or Travel Coordinator, make sure you write his or her name, title, and telephone number on your worksheet.



- Tell the Transient or Travel Coordinator the dates you would like to have dialysis there. If the centre can accept you, ask the rest of the questions on the Dialysis Centre Worksheet.
- If the unit cannot accept you, ask about other centres in the area that you can call.



**Dialysis Centre Worksheet**

**Contact Information:**

Name of centre:	
Address of centre:	
Contact person:	Title:
Telephone number: (      )	
Fax: (      )	

**Fees:**

What is the cost for 1 dialysis treatment?		\$ Canadian
Are there doctor's fees?	<input type="checkbox"/> No	<input type="checkbox"/> Yes: \$ _____ a day <b>or</b> \$ _____ a treatment \$ _____ for reviewing my health record
Can I bring my own Aranesp medication?	<input type="checkbox"/> No	<input type="checkbox"/> Yes: Can self-administer? <input type="checkbox"/> No <input type="checkbox"/> Yes Cost to administer: \$ _____ per unit
How can I pay?	<input type="checkbox"/> Cash <input type="checkbox"/> Debit <input type="checkbox"/> Travellers cheques <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> American Express	

**Fees continued:**

Do they want payment before or after each treatment?	<input type="checkbox"/> Before <input type="checkbox"/> After
Can I get a separate receipt in Canadian dollars for each treatment?	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Dialysis Information:**

What days can I have dialysis?	<input type="checkbox"/> Monday/Wednesday/Friday  <input type="checkbox"/> Tuesday/Thursday/Saturday
What is the average dialysis time?	_____ hours
Type of dialyzer:	<input type="checkbox"/> Hi Flux <input type="checkbox"/> Re Use

**Comments or other information:**

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Date: \_\_\_\_\_

## Things to think about after you ask all of the questions

Ontario Health Insurance Plan (OHIP) will reimburse \$210.00 Canadian for each treatment.

For help with payment, you can talk to your Social Worker about getting a Kidney Foundation Travel loan. There is more information about getting help starting on page 7.



If you feel that you cannot afford the costs at that centre, you can try another one in the area. In that case, you ask all of the same questions on the Dialysis Centre Worksheet again.

## What do I do next if I can afford the costs at the centre?

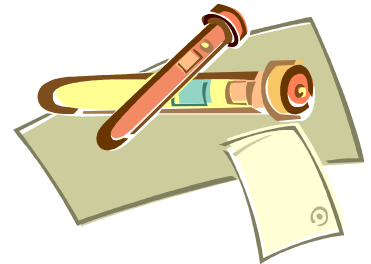
Ask the Transient or Travel Coordinator to send a "Medical Information" package to your Primary Care Nurse.

<p><b>Hemodialysis Centre</b> St, Joseph's Healthcare Hamilton – Charlton Campus 50 Charlton Avenue East Hamilton, Ontario Canada L8N 4A6</p>	<p><b>Dialysis Unit</b> St, Joseph's Healthcare Hamilton – King Campus 2757 King Street East Hamilton, ON Canada L8G 5E4</p>
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## What happens when your Primary Care Nurse gets the Medical Information package?

1. As soon as the package arrives from the transient dialysis centre your Primary Care Nurse will complete the forms.
2. Most forms have a section you need to complete yourself.
3. Most centres ask for reports from your Nephrologist and your medical record. Your Primary Care Nurse will add these to the package.
4. You will need to have a HIV test and pay for it. Most centres want this test done before they accept you.
5. The completed package is faxed or mailed to the unit with a copy saved.



## What do I do while I wait for approval from the transient dialysis centre?

After the package has been sent away you may wonder if they got it, if they will take you and when they will call. Since you have the centre's name and number you can call them.

## Travel Insurance

It is unwise to travel outside of Canada without travel insurance. Travel insurance does not cover dialysis treatments. Arrange travel insurance while you are waiting. Your Social Worker has a list of companies that have been used by other patients.

## **Apply for a travel loan from the Kidney Foundation of Canada**

The Kidney Foundation has a travel loan program. When you apply for a loan, you can get a maximum of \$210 Canadian for each treatment in advance. **This program covers 6 treatments only.**

If you are interested in this loan program call your Social Worker.

Know the costs charged by the transient centre before you contact your Social Worker. Your Social Worker will help you complete the forms to apply for a loan.

Your Social Worker will also explain what you need to do to pay the loan back when you return home.

## **Transient dialysis documentation requirements**

**It is important to read this section before you travel.**

You need to get the correct receipts from the transient dialysis centre.

OHIP will not reimburse any money without the correct receipts.

You will have to repay your loan from the Kidney Foundation if you do not have the correct receipts.



When you get a loan, you sign a promissory note to pay the loan back if you do not submit the proper receipts at the end of your trip.

## Documents you must have when you come home

This section describes the guidelines to follow so you can get \$210.00 back for each treatment. The Ministry of Health and Long-Term Care must get a detailed, original receipt or invoice in **English or French only** which contains the following information:



1. An item by item account of the service received.  
**You must submit a separate receipt for each treatment.** For example, each receipt must say:
  - 1 hemodialysis treatment, 4 hours long, via a left arm fistula, Hi flux
  - Review of medical record by attending nephrologist, 1 hour
  - Administration of Aranesp, right arm
2. The date of each treatment. This must also include the name, address, and telephone number of the centre where you had the treatment. This must be easy to read and clearly identified, preferably on letterhead or with the centre's stamp.
3. The cost of each treatment in the currency of the country where the treatment was received.
4. Any extra charges must also be listed by the facility. For example, "On call" doctor charges, medication fees, staff fees for administering medications, laboratory work, etc.

5. All documents must be clearly signed with the name, title position and telephone number of the person in charge.
  - People who may sign include the doctor, finance manager, and transient or travel coordinator.
  - This information is needed for the Ministry of Health and Revenue Canada in case they wish to contact the facility.
6. Bring home the original receipts made at the centre.

### **What do I do with the original receipts?**

When you return home:

1. Make a keep a copy of the original receipts for your records.
2. If you received a Kidney Foundation Loan:



You need to complete a Kidney Foundation form called “Authorization for Direct Payment.” You received this form when your loan was approved.

Send the Authorization for Direct Payment along with a Ministry of Health “Out of Province, Out of Country” Claim Submission Form to the Ministry of Health.

Your Social Worker can give you this form or you can print a copy from the Ontario Ministry of Health and Long-Term Care website and click on “Forms”.

When you do this OHIP reimburses the Kidney Foundation directly for the loan you received for dialysis treatments.

#### **Remember...**

You are responsible for paying back the Kidney Foundation yourself if you do not submit the correct receipts.

### 3. When you paid for treatments yourself:

You send the “Out of Province, Out of Country” form to the Ministry of Health. Your Social Worker can give you this form or you can print a copy from the Ontario Ministry of Health and Long-Term Care website and click on “Forms”.

### 4. Revenue Canada and income tax time:

You can submit to Revenue Canada at income tax time when there is a difference between what the centre charged you and the amount (\$210) that OHIP currently covers. You may be able to claim the difference under medical expenses to lower your taxable income.

### Where do I mail these documents?

Mail the original documents to the correct address.



#### **Hamilton/South Western Ontario:**

Ministry of Health and Long-Term Care  
217 York Street, 5<sup>th</sup> floor  
London, Ontario, N6A 5P9  
Telephone: 1-519-675-6800

**Note:** The Hamilton office does not accept the “Out of Province, Out of Country” claim forms.

**Halton:**

Ministry of Health and Long-Term Care  
419 King Street West  
Oshawa, Ontario, L1H 8L4  
Attention: Out of Province/Country Claims  
Telephone: 1-905-576-2870

**A final note**

We are here to help. This book helps you get started when you want to take a holiday.

Remember taking a holiday takes some planning.

Call your Social Worker before you travel.



