

## Returning Home

When a patient is ready to return to the Yukon, Insured Health will make flight arrangements for them. If a patient is unable to travel on a scheduled flight and must return home on an air ambulance, a seat may be offered to a friend or family member as a passenger if there is room.

If a patient needs an escort to help them get home, the hospital will send a request to the Medical Travel Program. If approved, the escort's airfare will be paid for and they will receive a travel subsidy starting on the day the patient leaves the hospital.

## Questions?

Contact the Medical Travel Program at Yukon Insured Health.

Call:  
867-667-5203 or 867-667-5233

Visit:  
204 Lambert Street (4th floor) in  
Whitehorse

Email: [medicaltravel@yukon.ca](mailto:medicaltravel@yukon.ca)

Our office is open Monday to Friday from 8:30 a.m. to 4:30 p.m.

We are closed on weekends and statutory holidays.

**Please note:** This information is for residents who are covered by Yukon's Insured Health Medical Travel Program. For Yukon residents who are covered under Non-Insured Health Benefits, contact the NIHB office at 867-393-3800.

# AIR AMBULANCE GUIDE

Information for  
patients and  
passengers

When a Yukoner needs to leave the territory for emergency medical care, they will be sent on an air ambulance. These flights are often called *medevacs*.



## Escorts

Not all air ambulance patients will get an **escort**.

When the patient is a minor (under 19), one adult will be approved to escort them. If the minor is being admitted into a Neonatal Intensive Care Unit or Pediatric Intensive Care Unit, two adults will be approved as escorts.

When the patient is an adult (19 and older), an escort is not normally approved unless their doctor feels it is needed.

For example:

- An escort may be approved for an adult who needs physical assistance returning home after surgery.
- An escort will be approved for an adult who is admitted into an Intensive Care Unit or Coronary Care Unit, or for a pregnant person who has to leave their home community to give birth.

All escorts must be approved by the Medical Travel Program to be eligible for a travel subsidy.

## Passengers

If there is room on the flight, a friend or family member can travel with the patient as a **passenger**. However, unless they are approved to be an escort, that passenger will not receive a travel subsidy — they must pay for their own accommodations, meals, local transportation, and other expenses.

## How travel subsidies work

Air ambulance patients will receive a subsidy after they are discharged if they need to stay at the destination for health care reasons or while waiting for a flight home.

Approved escorts may also be entitled to a subsidy while they are supporting an air ambulance patient.

To receive a subsidy, patients must follow these steps:

- The Medical Travel Subsidy form must be signed by health-care staff at all appointments. This form can be found online at [yukon.ca/en/out-territory-medical-travel-subsidy](http://yukon.ca/en/out-territory-medical-travel-subsidy). Forms can also be found at the Medical Travel Program office, Whitehorse General Hospital, and at any doctor's office.
- Once back in the Yukon, patients can leave the form in a secure drop box at the Erik Nielsen Whitehorse International Airport or Whitehorse General Hospital, or can deliver it to the Insured Health office in Whitehorse by mail, email, or in person.
- Once the Medical Travel Program processes the form, the patient (and approved escorts) will receive their cheque within 30 days.