

Client Services Procedure

Procedure: 60.00
Subject: Health Care Fees and Expenses

60.00 Emergency Vehicle Transportation

60.0.1 Day of Injury or First Treatment

When a worker is so seriously injured that he/she is taken from the work place by emergency vehicle (e.g., ambulance, airlift) on the day of the accident, the employer will be directly responsible to pay for transportation to the first available hospital which can treat or stabilize the compensable injury. An employer-based first aid station or medic is not considered first treatment. For the purpose of this procedure, Appendix A contains a list of hospitals recognized by WorkplaceNL.

Where the medical care available at the initial hospital is not adequate to treat or stabilize the worker's injury, the employer will be directly responsible for the expense of transportation to a more appropriate facility, including the cost of a travel attendant/companion where required. Costs of transportation to a subsequent hospital are the responsibility of WorkplaceNL only where:

1. appropriate and necessary medical treatment or stabilization has been received at the initial location; and
2. the recommendation to transport the worker is made by a treating physician, or a person qualified to act in that capacity.

All emergency vehicle transports initiated directly from the employer's premises will be the direct responsibility of the employer.

60.0.2 Subsequent Emergency Vehicle Transport regarding Ongoing Claim

The cost of subsequent emergency vehicle travel will be the responsibility of WorkplaceNL where medical evidence supports the urgency of the circumstance as a result of the compensable condition; for example, where there is a medical requirement to transport the worker as quickly as possible, or where it is critical that the worker be monitored or immobilized during transportation.

The opinion of the WorkplaceNL's Health Care Consultant may be obtained where there is any question regarding the medical urgency of the transport or the relatedness to the compensable condition.

60.01 Health Care Fees

60.1.1 Medical Record Transfer Fees

WorkplaceNL will cover the costs of patient record transfer fees incurred by injured workers where:

1. the health care provider change is a requirement of the worker's Labour Market Re-entry plan (e.g. worker relocates to another community for retraining purposes); or
2. the worker's request to change health care provider is reasonable and benefits the medical treatment plan.

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If the change was as a result of the worker's health care provider leaving the community, or any circumstance other than those noted above, transfer fees will not be covered.

60.1.2 Out of Province Service Fee

Where WorkplaceNL authorizes medical treatment or assessments outside the province, health care fees will be paid according to the actual rate in the appropriate currency.

Where workers travel or relocate outside of Newfoundland and Labrador for reasons unrelated to the compensable injury, health care fees incurred related to the compensable injury will be covered to the equivalent of the lesser of:

1. the rates approved for similar services in Newfoundland and Labrador in Canadian currency; or
2. the actual rates charged in the worker's area.

60.02 Transportation, meals and accommodation expenses

60.2.1 General

For the purpose of this procedure, 'home community' is defined as the community of the worker's primary residence at the time of injury.

Workers are encouraged to submit travel claims within three months of the costs being incurred, and the necessity for all trips must be confirmed by the provider to the satisfaction of the decision maker. Where expenses incurred are under \$20 per trip, the travel claim may be submitted on a less frequent basis within the three month period.

60.2.2 Transportation

Transportation expenses may be paid when a worker is required to travel outside of his/her home community to attend medical appointments or assessments, or other approved appointments/meetings connected with the management of his/her claim.

Expenses will be covered based on the most economical and suitable means of travel available. Travel options may include bus/ public transportation, private vehicle, taxi, air travel or ferry service.

If there is no public transportation available or if a private vehicle is the most economical and suitable option, expenses will be paid as per the schedule in section 60.2.11 for the use of his/her own car.

Transportation expenses to visit a health care provider outside the home community are not covered if there is a general practitioner in the home community. Where a doctor is not available in the community, transportation may be paid to the nearest doctor.

If an injured worker has been seeing a health care provider for an extended period of time, additional transportation expenses resulting from relocation of that health care provider will be covered under the following criteria:

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1. care cannot be reasonably provided within the community by another health care provider; and
2. the medical care necessary to treat the compensable injury can only be reasonably provided by the relocated treating physician.

60.2.3 Taxis

WorkplaceNL will cover the cost of travel by taxi where any of the following circumstances exist:

1. it is the most medically suitable means of transportation; or
2. no vehicle is available (where worker's vehicle is inoperative there will be a limited authorization period not to exceed one week) or the worker does not have a valid driver's license; or
3. no public transportation available and insufficient notice was received from the health care provider to make alternate arrangements.

WorkplaceNL may enter into agreements with taxi service providers. Where agreements exist, injured workers shall be directed to these providers, wherever possible.

60.2.4 Travel Advance

An advance can be given to the worker to cover reasonable anticipated expenses where:

1. WorkplaceNL arranges or approves out-of-province travel; or
2. the worker would otherwise be unable to make the trip for financial reasons.

The worker must submit actual receipts within thirty (30) days of the travel. Once received, the decision maker will process the actual allowable expenses incurred. Where receipts are not received within the prescribed time frame an overpayment will be established.

60.2.5 Out of Province Travel

WorkplaceNL will cover the cost of out-of-province travel, medical reports and visits for medical intervention related to a work injury where that assessment or treatment is medically necessary and not available in Newfoundland and Labrador. Requests regarding these referrals must be pre-approved by the WorkplaceNL's Medical Consultant.

The most cost-effective and suitable means of travel/accommodation available will be utilized. For example, the decision maker will always inquire about the availability of on-site accommodation where the worker is visiting a treatment center or hospital. If on-site accommodations are not available, then reasonable accommodations in the vicinity of the center/hospital will be investigated. WorkplaceNL will make best efforts to have the transportation and accommodations costs for such travel invoiced directly to WorkplaceNL.

Meals for out-of-province travel will be covered at the standard rate, as outlined in section 60.2.11.

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Where a worker who is out-of-province for reasons unrelated to the compensable injury must return for medical treatment associated with the compensable injury, WorkplaceNL will not be responsible for the worker's travel expenses.

For details on out-of-province health care service fees, refer to section 60.1.2.

60.2.6 Travel Attendant/Companion

Costs for an attendant or companion to travel with the worker will be covered (as per the schedule in section 60.2.11) where the attendant or companion is medically necessary. The most cost effective appropriate means of transportation must be utilized.

For non-emergency travel, prior approval for an attendant or companion is encouraged so that the injured worker is aware whether the costs will be covered by WorkplaceNL.

Attendant service fees will be paid only when the services of a health professional are medically required to accompany the worker to the medical appointment.

WorkplaceNL's Medical Consultant may be consulted to determine the necessity or appropriateness of companion or attendant travel.

60.2.7 Car Pooling

Only one person in a car pool will be covered for personal vehicle expenses when traveling to approved appointments.

60.2.8 Parking

Parking expenses must be directly related to approved travel.

Metered parking expenses incurred will be covered up to the maximum rate as indicated in section 60.2.11.

Actual costs for parking at a parking garage or lot will be paid, where a receipt is provided for the time of the worker's appointment.

Parking tickets are the responsibility of the worker.

60.2.9 Meals

WorkplaceNL's coverage for meals is on a per diem basis as per the schedule in section 60.2.11.

A meal allowance will be provided when a worker is required to travel over the period a meal would generally be consumed; and

1. travel is in excess of 200 kilometers round trip; or
2. the worker attends an approved program that is 5 hours minimum, regardless of distance from home.

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Meal allowance for a travel attendant/companion will be covered when the attendant/companion is medically necessary.

A meal allowance will be provided where meals are not included in the cost of accommodations. Where meals are included in the costs of accommodations, an amount equal to the meal provided will be deducted from the per diem otherwise payable.

60.2.10 Overnight Accommodations

Prior approval is required for overnight accommodations. Approved amounts are indicated in section 60.2.11

In special circumstances where vacancy is limited and a room is not available for the approved maximum amount, the decision maker may authorize a higher nightly rate.

Where the accommodations available for the maximum do not meet the functional needs of the worker (e.g., not wheelchair accessible) the decision maker may consider authorization of a higher nightly rate.

Where the worker chooses to rent accommodations more expensive than those available and suitable for his/her needs, WorkplaceNL will only reimburse the amount that would otherwise have been covered.

Receipts must be submitted for commercial accommodations.

Where a worker is pre-approved by the decision maker to stay at a private residence, coverage will be as per the schedule in section 60.2.11. Receipts are not required.

60.2.11 Travel Expense Schedule

Mileage -----	\$0.315 per kilometer
Private Accommodations-----	\$25.00 per night including meals (no receipt required)
Hotel -----	based on minimum rates (with receipt)
Parking Permit-----	As incurred (with receipt)
Parking Meter Costs-----	\$12.00 per day flat rate (no receipt required)
Per Diem - Breakfast-----	\$8.00 (no receipt required)
Per Diem - lunch -----	\$13.20 (no receipt required)
Per Diem - Dinner -----	\$21.70 (no receipt required)
Out-of-Province Per Diem -----	\$49.00 per day (no receipt required)

60.03 Exceptional Circumstances

In cases where the individual circumstances of a case are such that the provisions of this procedure cannot be applied or to do so would result in an unfair or unintended result, WorkplaceNL will decide the case based on its individual merits and justice. Such a decision will be considered for that specific case only and will not be precedent setting.

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Reference: *The Workplace Health, Safety & Compensation Act, Sections 2(1), 84-88*
Policies: HC-13 Health Care Entitlement
HC-07 Travel and Accommodation (claimants)

Amendment History

<i>Original Effective Date</i>	2004 01 01
<i>Revision #2</i>	2011 06 30
<i>Revision #3</i>	2017 01 01
<i>Revision #4</i>	2017 08 16

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APPENDIX A – Hospitals Recognized by WorkplaceNL

1. All general practitioners licensed in the province
2. All hospitals and nursing stations operated by the Grenfell Regional Health Services Board in the province.
3. A.M. Guy Memorial Health Care Centre, Buchans
4. Baie Verte Peninsula Health Care, Baie Verte
5. Bonavista Peninsula Health Care Centre, Bonavista
6. Bonne Bay Health Centre, Bonne Bay
7. Brookfield Hospital, Brookfield
8. Burin Peninsula Health Centre, Salt Pond
9. Calder Health Centre, Burgeo
10. Captain William Jackman Memorial Hospital, Labrador City
11. Carbonear General Hospital, Carbonear
12. Central Newfoundland Regional Health Centre, Grand Falls-Windsor
13. Dr. A.A. Wilkinson Memorial Health Centre, Old Perlican
14. Dr. Charles A. Janeway Child Health Centre, St. John's
15. Dr. Charles L. LeGrow Health Centre, Channel, Port aux Basques
16. Dr. G.B. Cross Memorial Hospital, Clarenville
17. Dr. Leonard A. Miller Centre, St. John's
18. Dr. Walter Templeman Hospital, Bell Island
19. Dr. Hugh Twomey Health Centre, Botwood
20. Fogo Hospital, Fogo
21. General Hospital, St. John's
22. Grand Bank Community Health Centre, Grand Bank
23. Green Bay Health Centre, Springdale
24. Harbour Breton Hospital, Harbour Breton
25. James Paton Memorial Hospital, Gander
26. Placentia Hospital, Placentia
27. Notre Dame Bay Memorial Health Centre, Twillingate
28. Rufus Guinchard Health Centre, Port Saunders
29. St. Clare's Mercy Hospital, St. John's
30. Sir Thomas Roddick Hospital, Stephenville
31. U.S. Memorial Health Care Centre, St. Lawrence
32. Waterford Hospital, St. John's; and
33. Western Memorial Regional Hospital, Corner Brook