



# Preparing for your Return Home from Toronto

**Important:** You must arrange your own commercial flight home after cardiovascular surgery or intervention as you will be discharged in Toronto. Please ensure you have ID to take a commercial flight home, and we recommend travelling with an escort. Remember to speak with your physician or nurse practitioner at Toronto General Hospital (TGH) - Peter Munk Cardiac Centre (PMCC) prior to booking your return flight home for an estimated discharge date, or you can book a flexible fare. If you do not have payment for a flight home, please contact the 2C social worker at Thunder Bay Regional Health Sciences Centre (TBRHSC) at **807-684-6734**.

If utilizing **Northern Health Travel Grants** you will receive your travel grant during your stay in Toronto. Sharon Krause, your Thunder Bay Nurse Coordinator (at TGH) will assist you with getting the travel grant completed by your physician at TGH. Please complete all portions of the travel grant and include all your receipts and flight stubs before submitting the form by mail. You can only submit an original document (no copies). For more information visit [northern-health-travelgrant-program-ontario.ca](http://northern-health-travelgrant-program-ontario.ca)



or phone **1-800-262-6524**.

If utilizing **Non Insured Health Benefits (NIHB)**, please contact TBRHSC's 2C social worker

at **807-684-6734**, who will assist with contacting NIHB to arrange accommodations and return home from Toronto. If you are leaving Thunder Bay unexpectedly on a weekend or evening, please contact the Indigenous Care Coordinator through your nurse. Sharon Krause, your Thunder Bay Nurse Coordinator (at TGH) can also assist with arrangements to return home after discharge from Toronto. Please ensure to have your status number with you.

## Length of Stay

Once a surgical date has been provided, please be advised that dates and times may change according to the needs of all patients. In the event that your surgical date is changed, we will do our best to reschedule to the earliest possible available time. A typical length of stay at TGH following cardiovascular surgery is five days. In general, TGH suggests one night in a

local hotel prior to commercial flight home after surgery. For other procedures, please discuss estimated length of stay with the TGH team on your arrival.

## Accommodation & Hotel Information

**STAYWELL** is a company that provides discounted apartments and hotel rooms that are available for patients and their families travelling to Toronto for medical procedures. Booking info: [staywell.ca](http://staywell.ca) or visit **647-476-8336**.



The closest hotel to TGH is the Chelsea Hotel, located at 33 Gerrard St. West. The Chelsea hotel is two blocks from the

hospital. Ask for the medical rate for patients and their families. They will require a letter for proof of admission for you to receive the discounted rates- please contact Sharon when at TGH to obtain. Booking info: **416-595-1975** or email [cstor.info@chelseatoronto.com](mailto:cstor.info@chelseatoronto.com).

**The Holiday Inn Express**, located at 30 Carlton St (750m from the hospital), offers discounted medical rates based on availability. These rates do require a letter for proof of admission, which can be obtained by contacting Sharon when at TGH. Booking info: **416-977-6655**.

**Skyview Suites** is another close option that offers furnished condos. They are about a 15 minute walk to the hospital. Booking info: **1-888-787-7829**.

If you are looking for other options, please contact Richard Sutherland, Cardiovascular Triage Nurse at **807-684-6676**

**Medical Travel Assistance Program (Hope Air)** is an option for patients and families who require financial assistance with travel to Toronto. They will provide financial assistance, and help arrange flights and accommodation. You will need to submit an application form and provide income information. Contact info: **1-877-346-HOPE (4673)** or visit [hopeair.ca](http://hopeair.ca).

If on **ODSP**- please contact your worker to support with emergency funds.

## Flights

**Booking Flights Home:** Billy Bishop Airport (YTZ) preferred as easier to navigate.

**Porter Airlines** flies into Billy Bishop Airport (Downtown Toronto). Flight booking info: **1-888-619-8622** or go to porter website at [flyporter.com](http://flyporter.com) to book your flight. Porter requires a letter from TGH stating you are medically cleared to fly. TGH

will provide this prior to your discharge.

If your mobility is impaired, you can request a wheelchair when booking your flight. If booking online, after choosing your flights and inputting your personal information, under Support Requests, click "Disability Needs", a drop down menu will appear, then select Mobility and Wheelchair assistance and complete the check boxes.

**Air Canada** flies into Pearson International Airport. Air Canada requires a Fit to Fly form. TGH will provide this prior to your discharge. Flight booking info: **1-888-247-2262** or visit [aircanada.com](http://aircanada.com).

If your mobility is impaired, you can request a wheelchair when booking your flight. If booking online, after choosing your flights, when you get to the "Who's travelling" page, click "Accessibility services", a drop down menu will appear, then select "Requiring Wheelchair Assistance" and choose from options provided. When travelling home after your procedure, Air Canada may require you to complete a Fitness for Air Travel document which may require a physician or nurse practitioner to complete. This is required 24 hours prior to your flight.

**Westjet** also flies out of Pearson International Airport to Winnipeg which may be more helpful if you live closer to Winnipeg. Westjet requires a Fit to Fly form. TGH will provide this prior to your discharge. For flight bookings call **1-888-937-8538** or visit use [westjet.com](http://westjet.com).

## Travelling to Airports

**Please give yourself at least 2 hours before your flight time.**

If taking off from **Pearson Airport** with Air Canada only, and require curbside assistance, call **416-776-2700** to pre-

arrange. If using another airline through Pearson Airport, please call **416-247-7678** to pre-arrange curbside assistance. Prior to arriving at airport, please confirm drop off location with your driver. Union Pearson Express (UP) train is also available from Union station to Pearson. Aerofleet Taxi Information: **1-800-268-0905** Airport Limo/Taxi service: **416-648-0015**

If using **Porter**, instruct your taxi/limo driver to let you off at Ferry entrance and go between the two sliding doors, where you will find a silver intercom on the wall. Push the button and when they answer provide your name and indicate that you have booked wheelchair assistance and require a porter. They will then send someone to assist you. When you pass through the second set of glass doors there is a place to sit and wait, the porter attendant will push you to the terminal building, and there will also be an attendant available with a wheelchair when you arrive back in Thunder Bay.

*Please do not hesitate to contact us with any questions or concerns.*



**Richard Sutherland**  
Regional Cardiovascular  
Triage Nurse

**Thunder Bay Regional Health  
Sciences Centre**  
**807-684-6676**



**Sharon Krause**  
Thunder Bay Nurse Coordinator  
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