



# Preparing for your Upcoming Surgery and Return Home from Toronto

## Northern Health Travel Grants

If utilizing Northern Health Travel Grant, you will receive your travel grant during your stay in Toronto. Sharon Krause, your Thunder Bay Nurse Coordinator at Toronto General Hospital (TGH)- Peter Munk Cardiac Centre will assist you with getting the travel grant completed by your surgeon at TGH. When you return home, you are no longer required to have a referring physician in Thunder Bay sign the travel grant. 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). We do recommend and suggest you travel with a companion/escort, recent changes to the Northern Health Travel Grant has allowed for increased funding for companions/escorts. Please do not forget to complete the companion portion on the travel grant. For more information visit

[northern-health-travel-grant-program-ontario.ca](http://northern-health-travel-grant-program-ontario.ca)



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

## Non-Insured Health Benefits (NIHB)

If utilizing NIHB, you will need to reach out to your health care representative to arrange travel and accommodation. If a letter or proof of admission is required please let us know and we can provide one.

## Booking Your Flights to and from Toronto General Hospital

**After your procedure at TGH and you are ready for discharge from their facility, you will have to make your own arrangements to travel home.**

Please ensure you have identification for boarding the aircraft home, a credit card to

book flights and hotel and that you have comfy clothes for travelling. When booking your flights, it is recommended you choose a fare that allows you to change your flight with no fees; alternatively you can also look at booking one way flights. Please keep in mind surgical and discharge dates can change with little notice. Your physician may suggest one night in a local hotel prior to commercial flight home after surgery. If you are having difficulties making these arrangements, Sharon Krause, Thunder Bay Nurse Coordinator, is available to assist you and to give suggestions and guidance; however she will not use your credit card to book flights and/or hotels.

**Porter Airlines** flies into Billy Bishop Airport (Downtown Toronto). Flight booking info: **1-888-619-8622** or **[flyporter.com](http://flyporter.com)**.

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. Flight booking info: **1-888-247-2262** or [aircanada.com](http://aircanada.com).

If required, 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 the 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 MD/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. Flight booking info: **1-888-937-8538** or [www.westjet.com](http://www.westjet.com).

## Travelling from Airports

Please give yourself at least two 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. 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 taking off from 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.

## Length of Stay

The total length of stay in Toronto for cardiovascular surgery, including your pre-op appointment, is 7 nights.

If you are coming down to Toronto for a TAVI procedure you must wait 48 hours after the procedure before you are allowed to fly.

## 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 call **647-476-8336**.

**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**.

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).

**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 Cardiovascular Triage Nurse Richard (**807-684-6676**) to provide you with a list of downtown hotels.

**Medical Travel Assistance Program (Hope Air)** is an option for financially challenged patients/families who need to 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.

*I hope all this information is helpful in planning your trip to Toronto. Please do not hesitate to contact us with any questions or concerns or need assistance.*



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