



REPATRIATION AND COMPASSIONATE TRANSFERS

Interior Health would like to acknowledge that it operates and provides services on the traditional, ancestral, and unceded territories of the Dăkelh Dené, Ktunaxa, Nlaka'pamux, Secwépemc, St'át'imc, syilx, and Tšilhqot'in Nations.

Interior Health recognizes that a diverse workplace includes all people, particularly those belonging to historically, systemically, and/or persistently marginalized groups, as well as individuals with protected characteristics under the B.C. Human Rights Code.

1.0 INTRODUCTION

1.1 Purpose

To support equitable, culturally safe, and person-centred care decisions that promote access to health care services as close to home and community as possible.

1.2 Applicability

This policy applies to [Employees](#), [Clients](#), [Essential Care Providers](#), and [Visitors](#) within Interior Health (IH) service areas.

1.3 Scope

This Policy covers [Repatriation](#) and [Compassionate Transfers](#) initiated from within the IH geographical area.

This policy **does not** cover [Repatriation](#) and [Compassionate Transfers](#) initiated from outside of the IH geographical area.

2.0 POLICY

2.1 Standards for inclusion and exclusion criteria and procedures to guide, evaluate and improve [Repatriation](#) and [Compassionate Transfer](#) procedures are established and approved by the designated authority.

- Exceptions to deviate from the approved standards and procedures require approval from the designated authority.

2.2 Education resources support awareness and compliance with approved standards and procedures.

2.3 [Repatriation](#) and [Compassionate Transfer](#) requests are managed from initiation to completion within centralized regional systems that support planning, coordination and data reporting activities.

2.4 [Repatriation](#) and [Compassionate Transfer](#) decisions align with [Client](#)-specific care needs and the receiving facility's resource capacity to provide the appropriate services.

2.5 Transport decisions balance cost, environmental impact, accessibility, and safety considerations.

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2.6 [Client](#) status report handovers are communicated verbally and in writing to support continuity of care.

3.0 RESPONSIBILITIES

Director, Patient Access, Transport, Access and Flow

- Designated authority to oversee the development, approval and implementation of [Repatriation](#) and [Compassionate Transfer](#) standards, procedures and education.
- Oversee and maintain the centralized regional systems that support planning, coordination and data reporting activities.
- Approve exceptions to deviate from approved standards and procedures.

Manager Level Positions and Higher

- Follow approved [Repatriation](#) and [Compassionate Transfer](#) standards and procedures.
- Support awareness and oversee compliance of [Repatriation](#) and [Compassionate Transfer](#) standards, procedures and education by direct reports.

Employees

- Follow approved [Repatriation](#) and [Compassionate Transfer](#) standards and procedures.
- Successfully complete education as appropriate.
- [Most Responsible Practitioners](#) provide a verbal and written handover report to the practitioner accepting the [Client](#) into care.
- Nursing and/or Allied Health professionals provide a verbal and written handover report to the receiving care team.

4.0 COMPLIANCE

Incidents of non-compliance to this policy are investigated to identify barriers and to facilitate compliance. Evidence of disregard of policy requirements is handled as a disciplinary matter, up to and including termination of employment, services, and/or privileges.

5.0 MONITORING AND EVALUATION

This policy is reviewed every 5 years and as needed by the Policy Steward.

6.0 INQUIRIES

The regional policy library page linked in the footer lists the policy steward that oversees each policy. If you have questions regarding the policy content, reach out to the appropriate policy steward or email IHAccessEfficiencySupportTeam@interiorhealth.ca

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All other inquiries can be directed to the policy office: IHPolicy@interiorhealth.ca

7.0 RELATED DOCUMENTS

- [Access & Flow \[IH\] - Home](#)

8.0 REFERENCES n/a

9.0 DEFINITIONS

TERM	DEFINITION
Client	A person who is receiving, has received, or has requested health care. Term is synonymous with patient and resident.
Compassionate Transfer	The relocation of a Client to another IH facility for the purpose of accessing necessary family or support systems, including but not limited to palliation, convalescence, or discharge planning.
Employee	A person currently acting on behalf of Interior Health, inclusive of medical staff, volunteers, students, contractors and workers.
Essential Care Provider	A person who is identified by the client for the purpose of providing physical, psychological, and emotional support while they are receiving health care services.
Most Responsible Practitioner	The Physician, Nurse Practitioner, Oral Surgeon, or Midwife who has overall responsibility for directing and coordinating the care and management of an individual Client.
Repatriation	The relocation of a Client to another IH facility for the purpose of providing necessary health care services at the facility closest to their home community.
Visitor	Any person within an IH facility who is not classified as a Client, Employee, or Essential Care Provider.

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