



Virtual Healthcare Program

Benefits Information



Table of Contents

About MembersHealth	2
A Message from Our President	3
Virtual Healthcare Program	4
Virtual Care Benefits Include	5
Virtual Care - How it Works	6
Health Wellness and Beyond	7
Timely Medical Advice & Guidance	8
Frequently Asked Questions	9-10



About Us

Why MH Integrated Health Network (MH IHN) is Essential in Canada

In Canada, the growing lack of timely care and accessibility to doctors has become a critical issue. Long wait times, limited access to medical professionals, and the overwhelming demands on the healthcare system often leave Canadians without the support they need when they need it most.

MH Integrated Health Network (MH IHN) was founded to address this gap, ensuring that individuals nationwide have immediate access to essential medical and mental health services.

Founded by Doctors, Designed for You

In 2018, a team of doctors and surgeons established MembersHealth with the mission of providing everyone with direct, rapid access to healthcare, whether for physical ailments or mental health concerns.

Our Vision

We envision a healthy and robust Canadian corporate and not-for-profit sectors, where our members can enjoy comprehensive, affordable, and sustainable member benefit plans, leading to a strong and healthy workforce.

Our mission is to improve the health and well-being of members by offering flexible, inclusive, and tailored health care.

Critical Moments: The Inspiration Behind MembersHealth

Our founder's personal experience with the challenges of accessing timely care serves as the inspiration behind MembersHealth. When he was unable to secure same-day support for his terminally ill father-in-law in rural Quebec, or help his daughter battling daily panic attacks in the city, it became clear how desperately the healthcare system needed a solution.

This gap in care ignited the creation of MH IHN, a network designed to connect people to essential care, whenever and wherever they need it.

What We Value

- Putting people first and prioritizing their overall well-being.
- Delivering exceptional experiences through personalized service.
- Making support accessible to organizations of every size.
- Driving continuous improvement and innovation.

A Personal Message from Our President



Dr. Donald Jones

President & Chief Medical Officer

**Internationally Recognized Thoracic Surgeon
and Surgical Oncologist**

MembersHealth is unique because we put patients first in every decision we make. Our dedicated team of doctors, specialists, surgeons, and mental health professionals works closely to develop personalized care plans, guiding each member through every step of their healthcare journey.

We've specifically tailored our services for police personnel, ensuring they receive comprehensive, seamless support that truly meets their needs. At MembersHealth, patient-first care is our unwavering commitment and our promise.

Virtual Healthcare Program

Our Program offers personalized healthcare to you and your dependents for all conditions, ranging from acute to complex. Our team of doctors, specialists, and surgeons promptly assess, diagnose, and implement care plans using evidence-based clinical practices, case reviews, and consultations to achieve optimal healthcare outcomes.



Program Highlights:

- Members and dependents can speak directly with our doctors, specialists, and surgeons 24/7/365, within minutes.
- Unlimited appointments for members and dependents.
- Access to our doctors from anywhere in the world.

Benefits Include

With our Healthcare Program, you'll get access to a range of resources and support to help you manage your physical health and well-being.



24/7/365 Medical Support

- Speak to one of our member success care professionals at any time of the day or night, including weekends and holidays.
- Access to our doctors from anywhere in the world.



Continuity of Care

- Centralized Patient Record system.
- Share files with your family Doctor with consent.
- Personal care managers dedicated to each member to help you navigate the healthcare system.



Patient Care

- Personal touch with follow-up calls/texts 24-48 hours post-doctor visit to see how you're feeling.
- MembersHealth Case Review team monitors and ensures that no underlying or complex ailment goes unnoticed.
- Expedited referrals through our care team.
- Unlimited appointments.



Medical Services

- Prescriptions are conveniently sent to a pharmacy of your choice.
- Diagnostics and labs ordered on your call for a seamless process.
- No-fee doctor's notes (as medically required) are conveniently emailed to you.
- Assistance with locating a family doctor.
- Second opinion service - we'll provide expert medical opinions on your current diagnosis.
- Tailored referrals to specialists and surgeons as our care team actively works to shorten your wait time based on your local specialist.

How Virtual Healthcare Works



- 1 Book an Appointment**
Call: 1-800-484-0152
Online: www.membershealth.ca/book
App: Download from the Play Store or App Store
- 2 Quick Callback**
Our doctors are available 24/7/365 and will call you at your scheduled time.
- 3 Comprehensive Care**
Our doctors provide assessments, diagnoses, and personalized care plans, including prescriptions, lab orders, specialist referrals, and doctor's notes.

Note: There are NO restrictions or limits on how often you can call our doctors

Health Wellness and Beyond

Designed with your well-being in mind, Health Wellness and Beyond brings trusted medical information, interactive tools, and curated resources together in one easy-to-access place. Whether you're looking for everyday wellness tips or support in navigating a specific health challenge, our platform is here to help you feel informed, supported, and in control.

What You'll Find on Novus Health

Personalized Health Resources

- From nutrition and fitness guidance to chronic condition management, you'll receive content tailored to your unique needs and goals.

Interactive Wellness Tools

- Track your progress, explore self-assessments, and use practical planning tools that make it easier to stay on top of your health and lifestyle.

Confidential & Reliable Support

- Access a wide range of trusted medical information, evidence-based articles, and services, all in a private and secure environment.

Connected Care at Your Fingertips

- Enjoy seamless integration with MembersHealth, ensuring you have one central hub for guidance, information, and ongoing support whenever you need it.

Proactive Guidance

- Get ahead of potential concerns with preventive health resources, tips for building resilience, and strategies for managing stress, sleep, and overall wellness.

Accessing Health, Wellness & Beyond

1. From the Home Screen: Tap "Health, Wellness & Beyond" to begin.

2. Sign Up: Click "Sign Up" and complete the required fields.

3. Enter Organizational Code: To unlock access, enter your unique organizational code: **"YRPA"**

4. Complete Registration: Click "Sign Up" to finish. You'll see a confirmation screen.

5. Log In: Use the login credentials you just created to sign in.

Explore Resources: Once logged in, you'll have full access to all health and wellness tools and content.



Comprehensive Care & Follow-Up

Our experienced doctors are caring, they listen to your concerns and provide comprehensive care, which includes 24-48 hour follow-up calls to check back in on you.

Our doctors (with your consent) can also share their encounter notes with your existing family doctor. This maintains your continuity of care and we find family doctors truly appreciate this.



Frequently Asked Questions

COST

Q - Do I have to pay when I use MembersHealth doctors?

A - For an annual cost of \$234.92 (taxes included), members can purchase unlimited digital health care services and support.

FAMILY DOCTORS & MEMBERSHEALTH – WE WORK TOGETHER

Q - I have my own family doctor, can I still use MembersHealth doctors?

A - YES. Your family doctor will be happy that you used our service, as he/she will not suffer the financial penalties for their billings that happen when you go to walk-in type clinics. Additionally, the depth and quality of care you receive from MembersHealth is exceptional.

Q - Will you keep my family doctor updated?

A - YES, with your Consent. MembersHealth believes that continuity of care is a critical part of preventive health and long-term wellness. Your family doctor and MembersHealth work together in this regard, to have a complete picture of your health and take action as needed.

Q - I do not have a family doctor, can you help?

A - YES, we have helped many Members find family doctors accepting patients.

Q - If I can't get a local doctor due to shortages in my region, can I use MembersHealth doctors regularly?

A - YES, everything a family doctor would do for you, MembersHealth doctors do also, and you have the added benefit of all the additional services MembersHealth provides also.

FAMILY COVERAGE

Q - Is this service available to my spouse and my children? Are they covered?

A - YES. YOU and YOUR FAMILY ARE ALL COVERED BY MEMBERSHEALTH. They can all speak with our doctors whenever they need to. Your spouse and all family members residing in your household are all registered under your MembersHealth Benefit Card with your MH iD#.

NARCOTICS, OPIOIDES AND BENZODIAZEPINES AND SCHEDULE III DRUGS

Q - Will MembersHealth doctors issue or renew prescriptions for "narcotics"?

A - No. MembersHealth doctors do not issue or renew these prescriptions.

CROSS CANADA COVERAGE

Q - Is my family covered across Canada?

A - YES, You and all family members residing in your household can access MembersHealth doctors from anywhere in the world.

MARIJUANA

Q - Will MembersHealth doctors offer direct advice or issue prescriptions for marijuana or CBD oil?

A - We will not issue these directly, we will however direct you to doctor-led marijuana practices that can provide you with medically supervised care.

DOCTORS, SPECIALISTS, SURGEONS & CARE TEAM

Q - How much experience do the Doctors have?

A - MembersHealth doctors have a combined 550+ years of experience across multiple practice disciplines (family medicine, emergency, specialty and surgical). Our Chief Medical Officer and our Chairman of the Medical Advisory Board alone have backgrounds as President, Chief of Surgery, Chief Surgeon for Cancer Care Ontario, Surgical Oncology, Tumour Board Chair, and elite internationally recognized Thoracic, Vascular and General Surgeons.

Q - What does the Care Team do?

A - The Care Team is the critical link between our doctors and the Members. They are responsible for securing timely appointments with specialists and for tests, making sure the patient is kept informed of what is going on with their file, that the record is active and for being the instant resource for the Members and the doctors & specialists as needed.

I STILL HAVE QUESTIONS, WHO CAN I SPEAK WITH?

Telephone: 1-800-484-0152

Email: info@membershealth.ca



ACCESSING THE CARE YOU NEED AT THE RIGHT TIME.

YRPA Member Portal

[URL - membershealth.ca/yrpa/home](https://membershealth.ca/yrpa/home)

Questions?

Call 1-800-484-0152

Email info@membershealth.ca



Scan to Access
Your Dashboard