



Accountable Care Program and Discovery+

Support Information



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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 employee 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.

Accountable Healthcare Program

Our program offers personalized healthcare to you and your dependents for all conditions, ranging from acute to complex. Our team of doctors, and mental health professionals work synergistically to promptly assess, diagnose, and implement care plans using evidence-based clinical practices, case reviews, and consultations to achieve optimal healthcare and wellness outcomes.



Program Highlights:

- You and your dependents can speak directly with our doctors, specialists, surgeons, and mental health professionals 24/7/365, within minutes.
- Medical doctors and mental health professionals work synergistically to support you and your dependents.
- 24/7/365 access to our therapists for crisis and other urgent mental health-related issues.
- Matching services that connect individuals with therapists - including those trained in supporting first responders for short and long-term supports.

Virtual Healthcare Support Includes,

Our Virtual Healthcare breaks down barriers to primary care across Canada. Whether you live in a city or a rural community, you'll have reliable, timely access to medical support via our team of Canadian Family Doctors, ensuring every member can get the care they deserve.

24/7/365 Medical Support:

- Speak to one of our Medical Professionals at any time of the day or night, including weekends and holidays.
- Tailored referrals to specialists and surgeons - our care team works to shorten your wait time based on your local specialist.

Medical Services:

- Prescriptions are conveniently sent to a pharmacy of your choice.
- Diagnostics and labs ordered on call for seamless care.
- No fee doctor's notes (as medically required) conveniently emailed to you.
- Assistance with locating a family doctor.
- Second opinion service - we'll provide expert medical opinions on your current diagnosis.
- Bloodborne Pathogen Testing Program.

Continuity of Care:

- 1 central shared medical record between MHI physicians.
- Share files with your family doctor with consent.
- Access to our doctors from wherever you are located in the world.
- 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.
- The MembersHealth Case Review team monitors and ensures that no underlying or complex ailment goes unnoticed.

How it Works - Virtual Care



1 - Book an appointment

Call: 1-800-484-0152

Online: Click book appointment at www.membershealth.ca

Download App: Play Store or App Store

2 - Our doctors call you at appointment

Our doctors are here 24/7/365 and will call at your appointed time slot.

3 - Our doctors assess, diagnose and write a care plan

Prescriptions, labs, specialists, doctor's notes, mental health and wellness help are provided to get you back to good health.

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

EFAP - Mental Health and Wellness

We've thoughtfully designed our Mental Health and Wellness Supports to encompass a full spectrum of care, addressing psychological, psychosocial, and physical health concerns. By offering a holistic approach we seek to enhancing overall well-being and foster a vibrant, healthy workplace environment. Our Mental Health and Wellness Supports is specifically designed to provide First Responders with access to specialized mental health support through matching officers with First Responder-certified or specialized therapists and psychologists for an effective counselling experience.



24/7/365 Mental Health Support:

- **Immediate In-The-Moment Support** : speak to our therapists in minutes for urgent situations.
- Unlimited referrals to a therapist for ongoing support: We connect police personnel with First Responder-certified therapists for specialized mental health support.
- Self-guided support Via our App.



Wellness and Mental Health Support:

- Life/ Family/ Career coaching.
- Nutrition support - healthy eating, weight management and more.
- Legal support - family, immigration, and more.
- Financial support - debt, planning, and more.
- Confidential Addiction Support - Guidance for substance use concerns, pre-treatment counselling, and relapse prevention.



Personalized Member Care:

- **Custom Therapist Matching:** Officers are paired with First Responder-certified therapists for the most effective support.
- **Follow-Up Support:** Personalized check-ins within 24-48 hours post-session to ensure ongoing care.
- **Seamless Access to Care:** Support from mental health professionals anytime, anywhere.
- **Counselling available modes:** Virtual, In-Person, Telephonic
- **Dedicated Care Navigation:** Assistance in navigating public healthcare services and accessing additional resources.

Understanding MHI's Role in Providing Psychological Supports

MembersHealth offers personalized matching with qualified therapists for both sworn and civilian personnel, and where applicable, will include those experienced and certified in supporting first-responders.

Book & Attend

Sessions (virtual, telephonic and in-person) can be booked online through the MembersHealth Dashboard which is made available via the Wellness App and the Wellness Intranet Homepage. For a more personal approach, MembersHealth can be reached directly by calling 1-800-484-0152.

Claim Submission / Reimbursement through Sun Life

For submission and reimbursement through Sun Life, please note the following:



- Coverage for therapists is available for those members, their partners/spouses and dependent children who qualify. Included is a \$250.00 cap per hourly visit, with unlimited coverage per calendar year.
- Payment for sessions is the sole responsibility of the individual and will in no way involve MembersHealth.
- Claims for reimbursement can be submitted to Sun Life via regular mail, online through mysunlife.ca or via the Sun Life app (available for both iOS and Android).

How our Mental Health and Wellness Supports Works

Members or dependents can access our services by calling 1-800-484-0152 or booking an appointment at <https://membershealth.ca/book>, Please select “Request Counselling”. follow the steps below according to the urgency of the required support:

IMMEDIATE IN-THE-MOMENT SUPPORT

1. Call 1-800-484-0152 and request “in-the-moment support”.
2. You will receive a call back from a licensed therapist to talk through any presenting issues.
3. You will receive a follow-up call or text from the MembersHealth care team to see how you are doing.

FORMAL COUNSELLING REFERRALS

1. Call 1-800-484-0152 or book an appointment at membershealth.ca/book
2. The intake process is designed to gather your counsellor and mode preferences, presenting concerns, and requests for work-life support so our in-house therapists can hand-match you to a counsellor who meets your needs.
3. A therapist from the MembersHealth clinical network will call or e-mail you to arrange sessions 1-3 days after your initial intake, after which you will begin treatment

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: **"PRP"**

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.

MembersHealth Discovery+ Program

Our **Discovery+** Program has been developed by our National Medical Leadership Team to encompass an extensive suite of preventative solutions.

While you can't control your genetics, we can help you detect, reduce, and address diseases before they occur. Our Doctors develop gender-specific care plans with our Doctors, based on biological differences such as hormonal variations and pharmacokinetics.

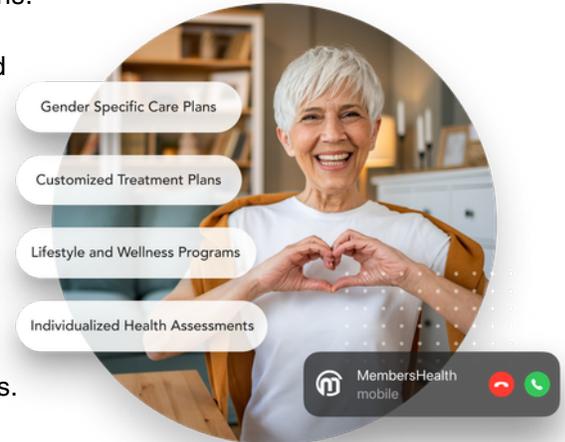
Discovery+ Preventative Screenings:

There are 57 important and meaningful preventive screenings and diagnostics that can significantly impact your health. These tests are essential for early detection and management of various conditions, enhancing your chances for effective treatment and better health outcomes.

Add on DNA + Pharmacogenetics for even more health insights.

- DNA Testing - Optional add on
- Pharmacogenetics - Optional add on

While your current health status changes regularly, your DNA never changes. By understanding your genetics, you'll uncover why your body responds the way it does and gain personalized insights to make smarter choices for your health and wellness every day.



Discovery+

Discovery+ is a preventative healthcare program designed to improve your health with personalized insights and a comprehensive care plan. Our experienced doctors and dedicated Care Team work together to assess your health, offer care coordination and navigation of necessary tests, and deliver actionable health plans.

What to expect:

Structured 4-6 Week Program:

- Discovery+ is designed to offer a holistic approach to health prevention, focusing on early detection and management of potential health issues.

Medical Care:

Initial Consultation and Planning:

- Completion of comprehensive intake form.
- 30-minute medical evaluation to assess health status and risks, led by a Family Medicine Doctor (FMD).
- Development of age and gender based screening plan tailored to individual needs.
- Screening plans cover up to 57-113+ health biomarker screenings + mental health screenings.

Specialized Screenings and Evaluations:

- Access to diagnostics and appointments with medical specialists for targeted assessments.
- Preventative mental health screenings to evaluate psychological well-being.

Personalized Care Plan:

- A comprehensive, personalized care plan is created by your assigned FMD, including visual testing breakdowns and detailed treatment strategies.

Review and Coordination:

- 30-minute review session to go over the care plan and test results with the same FMD, ensuring continuity and clarity in the care process.
- White glove care coordination where a dedicated care team member is assigned to each case, assisting the patient in navigating the healthcare system and managing scheduling needs.

Patient Care / Continuity of Care:

- Share files with the patient's FMD with their consent.
- Scheduled follow-up consultations with the same FMD 3-6 months post-assessment to monitor progress and adapt care plans based on the latest diagnostics.
- Use our digital tools and platforms to track health metrics and progress. This includes access to a patient portal where they can view their health records, appointment schedules, and receive health tips.

How our Discovery+ Works

Access Discovery+ by simply scanning the QR code and filling out our comprehensive intake form. Your designated Care Team Assistant will contact you directly to schedule your first appointment and guide you through the next steps based on your personalised preventative health screening plan.

Begin the Process



1. Complete the online intake form by scanning the QR code

2. Our team will contact you to schedule your initial medical consultation

3. Prepare any questions you have for our doctor

How to Prepare

Gather Health Information:

- Current medications and supplements
- Family health history
- Recent test results or medical records
- List of current health concerns or symptoms

Choose a Quiet, Private Space for virtual consultation

Plan Your Schedule: Allow flexibility for completing recommended tests

Consider Your Health Goals: Think about what you want to achieve through this program

What You Need to Know Before Starting

Program Duration:

Typically 4-6 weeks from initial consultation to follow-up

Time Commitment:

- 15 minutes to complete intake form
- 1-hour initial virtual consultation with a doctor
- 2-3 weeks for self-guided testing
- 30 minute to 1 hour follow-up consultation

Technology Requirements:

- Reliable internet connection
- Device with video capability (smartphone, tablet, or computer)
- Access to email for communications

Blood-borne Pathogen Testing

When an officer is exposed to bloodborne pathogens and does not seek immediate medical care at the hospital, MembersHealth is here to help. The Bloodborne Pathogen Testing Program is an essential component of occupational health programs for first responders. We aim at protecting their health, ensuring effective medical care, and maintaining a safe work environment for police services across Canada. Our program provides officers with an expedited route to recovery, ensuring they obtain the necessary paperwork, treatment, and disease counselling.

Key Components

- Expedited access to our Family Physicians.
- Expert physician informs the officer of risks and fills out WSIB form while on a call with the officer.
- Officers are re-booked with physicians to discuss the results of their test results of the other individual involved in the incident.
- Care plan is created should the member be found positive for a pathogen.
- White Glove Care Coordination.





About Our Mental Health Team

National & Regional Coverage

- 1500+ mental health professionals across Canada
- Bilingual Clinicians & Care Team
- In Person, virtual and telephonic counselling modes available

Credentials & Experience

- Master's degree in Psychology, Social Work, or a related discipline
- Minimum 5 years post-grad experience
- Board Certified
- Personal Liability insurance
- First Responders certification

Focused on Diversity & Inclusion

- We recruit therapists with lived or learned experience working with those in diverse or safety-sensitive positions

Frequently Asked Questions

Cost

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

A: No. This is support provided by your association, union, or employer to ensure healthcare coverage for you and your family.

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 medical disciplines, including family medicine, emergency care, specialties, and surgery. Our leadership team includes highly esteemed professionals with extensive backgrounds in surgery and healthcare leadership.

Q: What does the Care Team do?

A: The Care Team connects you with healthcare providers, ensures timely appointments with specialists, keeps your medical records active, and provides immediate support to both members and our wellness team.

I STILL HAVE QUESTIONS. WHO CAN I SPEAK WITH?

Telephone: 1-800-484-0152

Email: careteam@membershealth.ca

Family Doctors & MembersHealth

Q: I have my own family doctor. Can I still use MembersHealth doctors?

A: Yes. Your family doctor will appreciate you using our service, as it avoids the financial penalties associated with walk-in clinics. Plus, MembersHealth offers exceptional care and additional services.

Q: Will you keep my family doctor updated?

A: Yes, with your consent. Continuity of care is essential for preventive health and long-term wellness, so MembersHealth works with your family doctor to maintain a complete picture of your health.

Q: If I can't find a local doctor due to shortages, can I use MembersHealth doctors regularly?

A: Yes. MembersHealth doctors can provide all the services of a family doctor, along with additional support through our comprehensive services.

Prescription Guidelines

Q: Will MembersHealth doctors issue or renew prescriptions for schedule 3 drugs, narcotics, opioids, or benzodiazepines?

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

Q: Will MembersHealth doctors offer advice or prescriptions for marijuana or CBD oil?

A: We do not issue these prescriptions directly but can refer you to doctor-led practices that provide medically supervised care.

Frequently Asked Questions

Cost

Q: Do I have to pay for counselling sessions through MembersHealth?

A: Yes. Payment for counselling sessions is made directly to your counsellor after each session. You can submit your receipts to your benefit plan for reimbursement.

Counsellors and Mental Health Professionals

Q: What qualifications do your counsellors have?

A: All our mental health professionals hold a master's degree or equivalent qualifications in their field, with a minimum of 5 years of post-graduate experience.

Q: Can I change counsellors if I don't match well with one?

A: Yes. We understand the importance of finding the right fit, and you can request a different counsellor to ensure you feel secure and confident in your care.

Q: How many cases can I receive support for each year?

A: You can seek help for an unlimited number of cases each year, whether it's burnout one month or anxiety and family issues the next.

Family Coverage

Q: Is this service available to my spouse and children?

A: Yes. You and your immediate family are all covered by MembersHealth. They can access our mental health professionals whenever needed.

Q: Are my kids who are away at school in a different city or province still covered?

A: Yes. All dependents are covered, no matter where they are in Canada.

Cross Canada Coverage

Q: Is my family covered across Canada?

A: Yes. MembersHealth provides nationwide coverage with counsellors in every province, ensuring you receive care no matter where you are.

I STILL HAVE QUESTIONS. WHO CAN I SPEAK WITH?

Telephone: 1-800-484-0152

Email: careteam@membershealth.ca



ACCESSING THE CARE YOU NEED AT THE RIGHT TIME.

CLICK Online at www.membershealth.ca

TAP **MembersHealth** mobile application
available for iOS and Android

CALL 24/7 on 1-800-484-0152

