



Virtual Healthcare Program

Benefits Information



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.



Unlimited Virtual Healthcare Access for \$60 + HST Annually

In an effort to improve health benefits MembersHealth and the WRPA are proud to offer an exceptional healthcare service for you and your family at a significantly reduced cost as a benefit opt in program. The WRPA will be covering 50% of the full program fee of \$120, with \$60 per member subscription fee. Don't miss this opportunity to invest in you and your family's health and future.

To register follow this link or scan QR code:

membershealth.ca/wrpa/virtual-healthcare-payment



* The annual fee of \$67.80 includes all applicable taxes and non-refundable.

Virtual Healthcare Program Includes

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 family doctors or care team professionals at any time of the day or night, including weekends and holidays.



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.



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.



Continuity of Care

- Access to our doctors from wherever you are located in the world.
- 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.

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

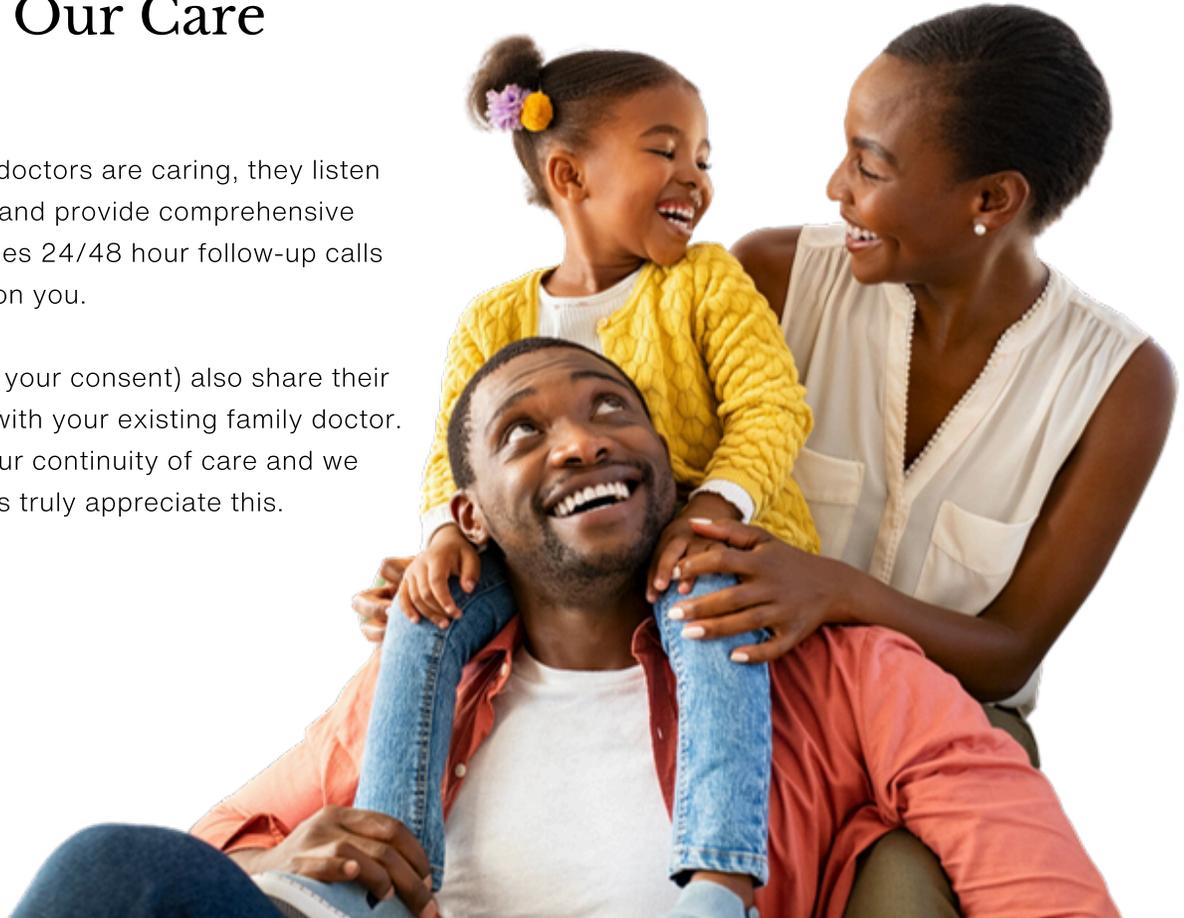
Our doctors provide assessments, diagnoses, and personalized care plans, including prescriptions, lab orders, specialist referrals, and doctor's notes.

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

Compassion is at the Heart of Our Care

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

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





Timely Medical Advice & Guidance

Our team of doctors and care professionals will assist you in finding the specialists and surgeons you require and will ensure that appointments are scheduled promptly.

Our Medical Advisory Board and Case Review Team, comprised of doctors from various disciplines, diligently review escalated cases and referrals.

Frequently Asked Questions

COST

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

A - For an annual cost of \$67.80 (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.

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.

Register online

[URL - membershealth.ca/wrpa/virtual-healthcare-payment](https://membershealth.ca/wrpa/virtual-healthcare-payment)

Questions?

[Call 1-800-484-0152](tel:18004840152)

[Email info@membershealth.ca](mailto:info@membershealth.ca)



(Scan to register)