



## Virtual Healthcare Program & Discovery+

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Benefits  
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 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 Digital Healthcare Access

Members Health is proud to partner with York Regional Police Association to provide you access to our Virtual Healthcare & Discovery+ programs. This exclusive benefit is included with your YRPA membership and designed to fit your needs.

## Virtual Healthcare Program



**\$105.72** | Yearly

Get 24/7 access to doctors and specialists, comprehensive diagnosis and treatment, and dedicated care coordination for both everyday and complex health needs. This program is designed for members who want full clinical support, continuity of care, and confidence that nothing falls through the cracks.



### Getting Started

Scan the QR code or visit:  
[membershealth.ca/yrpa](https://membershealth.ca/yrpa)

## Virtual Healthcare & Discovery+



**\$313.20** | Yearly

Discovery+ is an advanced preventive health add-on that delivers a personalized medical assessment and comprehensive screening plan, guided by Health Canada provincial guidelines. It is designed to help identify potential health risks early and provide a clearer picture of your overall health.



### Getting Started

Scan the QR code or visit:  
[membershealth.ca/yrpa](https://membershealth.ca/yrpa)

# 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.

# 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](http://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.



# MembersHealth Discovery+ Program

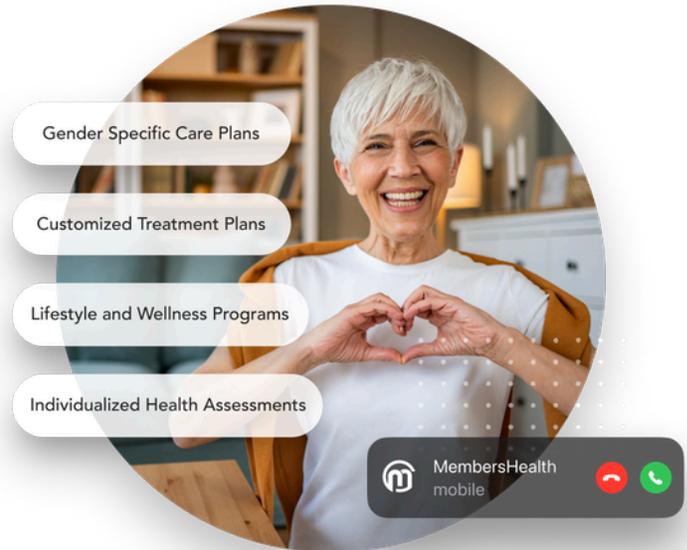
Our **Discovery+** Program has been developed by our Nation Medical Leadership Team to encompass an extensive suite of preventative solutions. While you can't control your genetics, we can help you detect, reduce, and address diseases before they occur. Develop gender-specific care plans with our Doctors, 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.

### Precision Health Add-Ons: DNA & Pharmacogenetics

- **DNA – Advanced Genetic Health & Lifestyle Analysis**  
(Optional add-on - \$549 CAD)
- **DNA – Medication Response Genetics (Pharmacogenetics)**  
(Optional add-on - \$549 CAD)



# 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 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

### 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

# Discovery+ DNA Test Kit Add-On

## Advanced Genetic Analysis

Our **Discovery+** Advanced Genetic Health & Lifestyle Analysis DNA Test Kit add on analyzes 127 genetic markers across 96 genes to show how your unique DNA influences reveal how your body responds to diet, exercise, stress, and more. Using cutting-edge science, we translate your genetic data into clear, personalized, and actionable insights, empowering you to make smarter choices for your health. With an enhanced analysis covering an expanded panel of genetic markers, you'll gain deeper understanding in key areas such as:

### **Diet & Nutrient Metabolism**

Understand how your body absorbs and processes essential nutrients.

### **Detoxification & Heart Health**

Learn how your genes influence toxin clearance and cardiovascular well-being.

### **Hormonal Balance**

Discover genetic factors affecting energy, mood, and metabolism.

### **Brain & Mental Wellness**

Explore your unique genetic patterns related to focus, mood, and resilience.

### **Obesity Risk & Weight Management**

Identify traits linked to appetite, fat storage, and metabolic rate.

### **Physical Fitness & Performance**

Optimize workouts based on your muscle type, recovery rate, and endurance potential.



# Discovery+ DNA Test Kit Add-On

## Medication Sensitivity Analysis

Our **Discovery+** Medication Response Genetics DNA Test Kit add-on analyzes genetic variations that influence how your body processes and responds to medications, covering over 130 commonly prescribed drugs. By examining your DNA, the test helps guide medication selection and dosing before treatment begins. Using advanced pharmacogenomic science, we translate your genetic data into clear, personalized, and actionable insights, helping reduce trial-and-error prescribing and minimize the risk of adverse drug reactions (ADRs).

With our Medication Response Genetics DNA Test Kit, you'll gain deeper insight into how your body may respond to drugs used in key areas such as:

- **Pain Management & Migraine**
- **Mental Health & Psychiatry**
- **Oncology**
- **Gastroenterology**
- **Immunology**



# How The DNA Kits works

1



## Receive Your Kit

Your MembersHealth DNA kit will arrive within 1–2 weeks.

2



## Collect Your Sample

Follow the simple, step-by-step instructions included in your kit.

3



## Return Your Kit

Send your sample back using the prepaid mailer provided.

4



## View Your Results

After we receive your sample, your personalized DNA report will be available within 2–3 weeks.



## 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](mailto:info@membershealth.ca)



Scan to Access  
Your Dashboard