



# Accountable Healthcare Program

---

**Benefits  
Information**



# About Us

---

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

MembersHealth was founded in 2018, to provide everyday people with access to Canada's top doctors. The idea came about when one of the founders struggled to help his daughter deal with frequent panic attacks late at night. His family doctor had retired, and they couldn't afford therapy, but he was able to find support through his friends who were doctors. This experience shed light on a gap in the healthcare system that they were determined to fill.

Dr. Donald Jones and Dr. Azhar Malik joined the founder to grow MembersHealth's team of doctors, specialists, surgeons, and mental health professionals to define a standard of care for a true Patient First Healthcare experience.

Today, we serve over 200,000 members and their families across Canada. These members have embraced our approach to total well-being by utilizing our physical, psychological, and psychosocial support resources.

## 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.

## What We Value

---

- Putting people first and prioritizing their well-being.
- Delivering an outstanding customer experience through personalized service.
- Ensuring that our benefits are accessible to organizations of any size.
- Embracing continuous improvement and innovation to provide the best possible plans for our members.

# Our Promise to Our Members



## **Dr. Donald Jones**

President

Chief Medical Officer

Internationally Recognized

Thoracic Surgeon and Surgical Oncologist

"When health issues arise, our team of Doctors, Specialists, Surgeons and Mental Health professionals will be there to identify them, to develop a care plan and put that plan into action for you, using the correct care pathways for the best health outcomes possible. Most importantly, we are always here for you, and follow you through each step of the process with open, caring and honest communication."

# How it Works



## 1 - Book an appointment

**Call:** 1-800-484-0152

**Online:** Click book appointment at [www.membershealth.ca](http://www.membershealth.ca)

**Download App:** Play Store or App Store

## 2 - Our doctors call you back in minutes

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

# 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.



# 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 outcomes.



## Program Highlights:

- Employees and 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 your members and dependents.
- 24/7/365 access to our therapists for crisis and other urgent mental health-related issues

# Benefits Include

---

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

## **24/7/365 Medical Support:**

- Speak to one of our members success care professionals at any time of the day or night, including weekends and holidays.
- Tailored referrals to specialists and surgeons - our care team actively works to shorten your wait time based on your local specialist.
- Immediate Mental health support - for crisis situations, you can speak to our therapists in minutes.
- Referral to a therapist for ongoing support - for a set of counselling sessions.

## **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) conveniently emailed to you.
- Assistance with locating a family doctor.
- Second opinion service - we'll provide expert medical opinions on your current diagnosis.
- Referrals for Specialists.



## **Wellness and Mental Health Support:**

- Anxiety, stress, & depression.
- Marital & family.
- Addiction support - including expert assessment and treatment.
- Diversity and inclusion
- Crisis management & trauma-related services.
- Life coaching.
- Nutrition support - healthy eating, weight management and more.
- Legal support - family, immigration, and more
- Financial support - debt, planning, and more.



## **Patient Care:**

- Personal touch with follow-up calls/texts 24-48 hours post-doctor visit to see how you're feeling.
- Access to our doctors from anywhere in the world.
- Personal care managers dedicated to each member to help you navigate the healthcare system.

# Healthy & Mentally Fit

---

## **We deliver Preventive Care & Intervention.**

Our dedicated medical professionals are available to assist you in preventing illnesses before they even begin.

We understand that many individuals experience mental health concerns from time to time, and our compassionate doctors and mental health specialists are here to support you, providing guidance and helping you find the appropriate care. If necessary, our doctors can provide medical certificates for rest and recuperation.





# 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** - NO. This is a benefit that your association, union or employer has put in place to provide healthcare for you and your family.

## **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 dependents are all registered under your MembersHealth Benefit Card with your MH iD#.

## **NARCOTICS, OPIOIDES AND BENZODIAZEPINES**

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

**A** - NO.

## **CROSS CANADA COVERAGE**

**Q** - Is my family covered across Canada?

**A** - YES. MembersHealth can help you regardless of where you are in Canada.

## **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:** [careteam@membershealth.ca](mailto:careteam@membershealth.ca)



## ACCESSING THE CARE YOU NEED AT THE RIGHT TIME.

**CLICK** Online at [www.membershealth.ca](http://www.membershealth.ca)

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

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

