

Members' Digest

Highlights

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The Future of Care Starts Earlier

How prevention, follow-up and preparation can help you stay on top of your health.

Looking after your health includes knowing when to ask questions, understanding your available services, and receiving support after an appointment. As fall routines become busier, a clearer picture of your health can help you decide what needs attention.

This issue explores what preventive care means for you, when changing health needs deserve a conversation, and how MembersHealth's care team follows up after appointments. You will also find guidance on getting more from mental health support and preparing a personal health summary.

What preventive care means for you

Care guided by your health history and individual needs

Preventive care is most useful when it reflects your individual health needs. Your age, health history and risk factors can help determine which screenings or preventive services may be appropriate for you.



In June 2026, the Government of Canada launched the National Advisory Committee on Preventive Health Services to guide the development of evidence-based recommendations for services such as cancer screening and other disease-prevention measures. For members, this national focus reinforces the value of discussing appropriate preventive care with a healthcare provider.

Screening or symptom assessment?



Screening

Looks for certain conditions in people who do not have symptoms of that condition.



Clinical assesment

Looks more closely at a new symptom, change in your health or an existing concern.

If something has changed in how you feel, mention it when requesting care. A routine screening should not replace an assessment of a new, persistent or worsening symptom.

Stay ahead of your health

At your next appropriate appointment, consider asking:

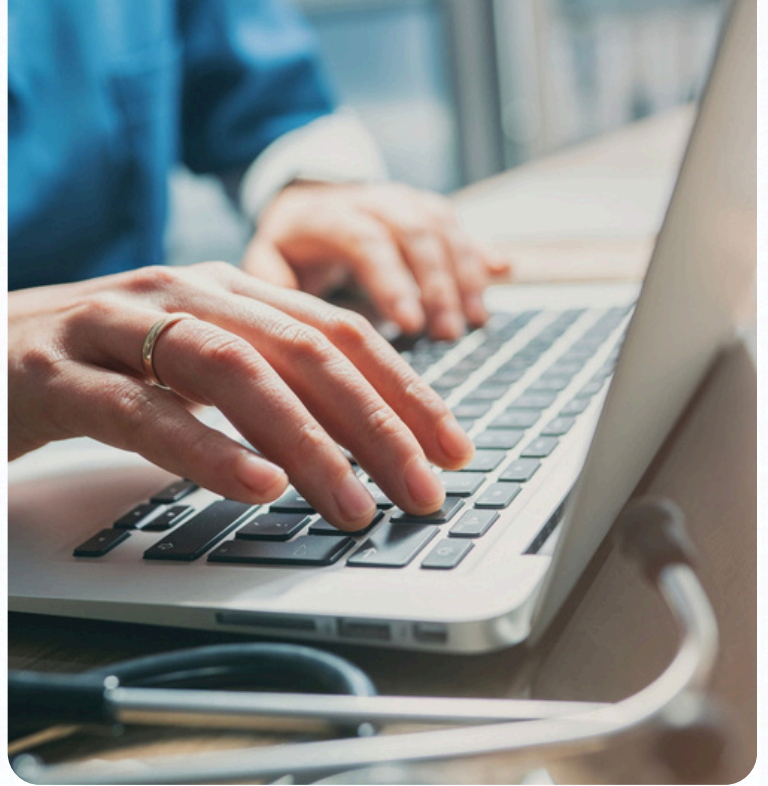


- Which preventive services or screenings are appropriate for me?
- Are there factors in my health or family history that affect what I need?
- What are the benefits and possible limitations of the test or assessment?
- When should I complete it, and how often might it be needed?
- What happens if a result requires further investigation?

When your health needs change

Recognize when it may be time to review your care

Changes in symptoms, medications or family health history may be a reason to check in. Healthy adults without symptoms or significant risk factors may not need an annual physical. Your healthcare provider can recommend a review schedule based on your individual needs.



What has changed for you?



Your medications

Started a new medication, changed a dose or noticed a side effect? Ask if monitoring is needed.



Your family health history

Has a close relative received a relevant diagnosis? Let your healthcare provider know.



An ongoing condition

Are symptoms changing or affecting daily life more? Your care plan may need to be reviewed.



Your preventive care needs

Unsure if screening or immunizations are due? Ask what is appropriate for you.



How you feel

New, persistent or worsening symptoms should be assessed. Ask how soon you should seek care.

How we can help

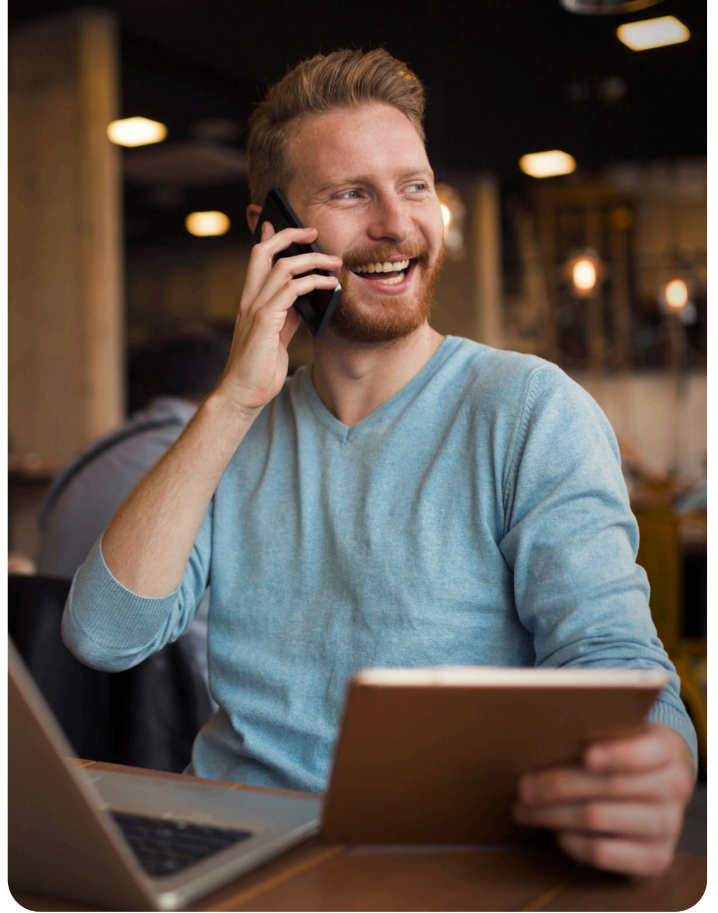
If virtual care is included in your program, you can connect with a MembersHealth physician to discuss a concern. The physician can assess whether virtual care is suitable and recommend further evaluation when needed.

Beyond the appointment

Our care team follows up with you

Questions do not always come to mind during an appointment, and you may think of something later that you would like clarified.

MembersHealth provides follow-ups after appointments through our care team. This gives you another opportunity to ask questions, discuss your experience and get support with understanding or arranging your next steps in care.



Make the follow-up useful for you



Tell us how you are doing

Share whether your concern has changed and whether anything new has come up. Symptoms that need medical assessment should be reviewed by an appropriate healthcare professional.



Raise unanswered questions

Let the care team know if you are unsure about an instruction, an expected update or whom to contact.



Explain any barriers

If you are having difficulty completing a recommended step, describe what is getting in the way. This may include scheduling, unclear instructions or uncertainty about where to go.

Care-team support and clinical review

Our care team supports communication and navigation. Diagnosis, interpretation of test results and treatment decisions remain with the appropriate healthcare professional.

A care-team follow-up and a clinical follow-up serve different purposes. Further clinical appointments, tests or referrals depend on your needs and the clinician's recommendations.

Physician Spotlight: Dr. Robert Leblanc

We are pleased to spotlight:

Dr. Robert Leblanc,

one of the physicians in the MembersHealth network.

Dr. Leblanc brings decades of medical experience and a strong background in both community-based and hospital care. A graduate of the Memorial University of Newfoundland Faculty of Medicine, he has spent much of his career serving patients across Ontario, including communities throughout the Windsor-Essex region.



A career centred on patient care

Throughout his career, Dr. Leblanc has worked across a range of clinical environments, giving him experience supporting patients with both ongoing healthcare needs and more immediate medical concerns.

His background includes experience in family and community medicine, as well as extensive work in emergency care settings. Today, his practice is based in Leamington, Ontario, and he maintains hospital privileges with Erie Shores HealthCare and Windsor Regional Hospital.

This broad clinical experience provides Dr. Leblanc with a valuable perspective on continuity of care, timely assessment and the importance of understanding the complete picture when supporting a patient.

Bringing experience to MembersHealth



We are pleased to have Dr. Leblanc as part of our growing physician network. His years of frontline medical experience and commitment to patient-centred care strengthen our ability to provide accessible, physician-led care to MembersHealth members across Canada.

Making mental health support work for you

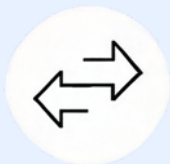
Talk about progress, preferences and what remains difficult

Mental health support can begin with a concern, a question or simply feeling that something is not right. You do not need to wait for a crisis.

As care continues, talk openly with your provider about what is helping, what feels difficult and whether your approach needs to change.



Keep the conversation going



Share changes

Discuss what feels more manageable and what remains difficult. Mention new concerns, even if they seem unrelated.



Ask about the approach

If you do not understand the purpose of an exercise, recommendation or treatment, ask your provider to explain it.



Discuss the fit

Feeling comfortable enough to speak openly matters. If the approach or provider does not feel right for you, raise the concern and ask about your options.

Plan for what comes next

- Before a course of support ends, ask:
- What can I continue practising on my own?
- What changes should prompt me to seek more help?
- What support is available if my needs continue?
- How can I reconnect with care?

Access through your program

If mental health support is included in your MembersHealth program, contact us to learn how to request care and which services are available.

If it is not included, a regular healthcare provider or local community mental health service can help you explore other options.

Build your personal health snapshot



Keep the essentials together for easier care conversations

A short health summary can help you explain your history without relying on memory. Keep it printed or securely stored digitally, and update it when key details change.

Use it to prepare for appointments with MembersHealth or other providers. It supports your care conversations but does not replace your clinical record.

What to include



Medications

List names, doses and how you take them. Include non-prescription medicines, vitamins and supplements.



Recent tests and outstanding items

Note important tests, where they were completed and whether you are waiting for results or a referral.



Allergies and reactions

Record known allergies and reactions where possible. If you are unsure whether it was an allergy or side effect, note it for discussion.



Your care contacts

Keep contact information for your healthcare providers and pharmacy.



Important health history

Include major diagnoses, surgeries, hospital visits and relevant family health history.



Current questions

Write down the concerns you want to discuss, including when symptoms began and how they affect your day.

See Earlier. Act In Time.



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