

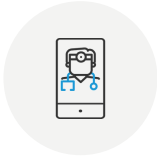


# BENEFIT INFORMATION

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Better Healthcare for You & Your Family

# Your Benefits Include:



Doctors 24/7  
-Via Video Call



Timely Referrals  
to Specialists &  
Surgeons



Same Day Mental  
Health Help



Follow up calls  
24h-48h after  
your Doctor visit



Complete  
Doctor Patient  
Confidentiality



Prescription sent  
to Pharmacy of  
choice



Diagnostics & Labs  
Ordered on Call



Doctors Notes as  
Medically Required



Assistance Locating  
Family Doctors



Access to our  
Doctors from Around  
the World



Wellness & Nutrition



Health Library  
Powered by World  
Renowned Mayo Clinic



Personal Care  
Managers Dedicated  
to Each Member



Preventive Personal  
Health Options

# Our Promise to our Members



**Dr. Donald Jones**  
**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."

This is **Accountable Healthcare** and this is  
our **Foundation**.

# How It Works



Book a Doctor

## Step 1: Book an Appointment

**Call:** 1 800 484 0152

**Online:** Click Book a Doctor at [www.members-health.com](http://www.members-health.com)

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



## Step 2: Our Doctors call you back in minutes

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



## Step 3: Our Doctors assess, diagnose and write a care plan

Prescriptions, Labs, Specialists, Doctors 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 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.

When you need a Doctor,  
**Don't** wait Hours or Days.



**Our Doctors are here for  
you 24/7 on your Phone, Tablet or PC- In Minutes**

When you need a

# Prescription, Labs or Diagnostics.



**Our Doctors write and send Prescriptions**  
directly to your pharmacy while on the call with you  
**and email Lab & Diagnostic requisition**  
orders directly to you.

When you need

# Timely Medical Advice & Guidance



**Our Doctors & Care Team locate** the specialists and surgeons you need and arrange timely appointments.

**Our Multi-Discipline Medical Advisory Board and Case Review Team** doctors, review escalations and referral cases.

Our Health Library is **powered by the World-Renowned Mayo Clinic** and is available whenever you need it.



To keep you & your family

# Healthy & Mentally Fit.

We deliver Preventive Care & Intervention.



**Our Doctors are here to help** you protect against illness before starts.

**Many of us suffer with Mental Health concerns** from time to time. Our Doctors are here to assist and counsel you to find you the correct care.

When needed, **our Doctors issue Doctors Notes** for rest and repair.

# Meet some of our **Doctors**

## **Chief Medical Officer**

Internationally Recognized  
Thoracic Surgeon, Surgical Oncologist  
English, French, Italian

Dr. Donald Jones



Dr. Azhar Malik

## **Chairman Emeritus**

Internationally Recognized  
Vascular Surgeon, General Surgeon  
English, Swahili, Urdu, Punjabi, Arabic



Dr. Humaira Ali

**Family Physician-** English



Dr. Afiya Bernard

**Family Physician-** English



Dr. Ira Bernstein

**Family Physician-** English



# Meet some of our **Doctors**

**Family Physician-** English

Dr. Maire Leddy



Dr. Adriana Pirvu

**Family Physician-**English,  
Romanian

**Family Physician-**English

Dr. Ivan Petrov



Dr. Fauzia Irshad

**Family Physician-**English, Urdu,  
Hindi, Punjabi, French

**Psychologist-** English, Spanish

Dr. E. Cohen



# Frequently Asked Questions

## COST

- Q Do I have to pay when I use Members Health 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 & MEMBERS HEALTH – WE WORK TOGETHER

- Q I have my own Family Doctor, can I still use Members Health Doctors?
- A YES. Your Family Doctor will be happy that you used our service, as he/she will not suffer the financial penalties to their billings that happen when you go to walk in type clinics. Additionally, the depth and quality of care you receive from Members Health is exceptional.
- Q Will you keep my Family Doctor updated?
- A YES, with your Consent. Members Health believes that Continuity of Care is a critical part of preventive health and long-term wellness. Your Family Doctor and Members Health 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 cannot get a local Doctor due to shortages in my region, can I use Members Health Doctors regularly?
- A YES, everything a Family Doctor would do for you, Members Health Doctors does also, and you have the added benefit of all the additional services Members Health 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 MEMBERS HEALTH. They can all speak with our Doctors whenever they need to. Your spouse and dependents are all registered under your Member Health Benefit Card with your MH ID#.

## CROSS CANADA COVERAGE

Q Is my family covered across Canada?

A YES. Members Health can help you regardless of where you are in Canada.

## NARCOTICS, OPIOIDES AND BENZODIAZEPINES

Q Will Members Health Doctors issue or renew prescriptions for "Narcotics"?

A NO.

## MARIJUANA

Q Will Members Health 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 Members Health Doctors have a combined 550+ years of experience across multiple practice disciplines (Family Medicine, Emerg., 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 as 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@members-health.com](mailto:careteam@members-health.com)



An example of how we are improving Health for our Members.

"A Member's 18 year old year daughter had a history of panic attacks, which were increasing in frequency and severity. She headed to the ER complaining of chest pains. Five and a half hours later, she was told there was nothing wrong and to see her Family Doctor. Days later, this happened again, she called Members Health. Our Doctor was on with her in 15 minutes. She was assessed and we booked her into a Specialist 3 days later, as our Doctor and case review team recognized the urgent need for help."

# Quick Reference

**Talk to a Doctor Now.** Here is how:

## Website



Click 'Book a Doctor'  
[www.members-health.com](http://www.members-health.com)

## App



Download the  
Members Health App

## Phone



**Tel. 1-800 484 0152**

## Email



[careteam@members-health.com](mailto:careteam@members-health.com)



membershealth



[www.members-health.com](http://www.members-health.com)



1 800 484 0152