



# **BENEFIT INFORMATION**

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Members Assistance Program

# Our Promise to our Members



**Dr. Donald Jones**  
**Chief Medical Officer**

Internationally Recognized Cardio Thoracic  
Surgeon and Surgical Oncologist

"Your Members Assistance Program is here to support you with challenging issues that you or your family may be experiencing personally. Our healthcare professionals and specialists are ready to help you 24/7. Rest assured that confidentiality is always maintained."

# Welcome to Members Health

Your Union has added the following benefit to your employee benefits plan:

## **MEMBERS ASSISTANCE PROGRAM**

Employee Assistance Program operated by Medical Doctors

This program is for members and their dependents experiencing personal issues affecting their overall health, well-being and daily functioning at work or at home. No problem is too small or too large for us to address.

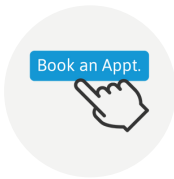


Here is how it works



# Quick Reference

## Website



Click 'Book an Appointment'  
[www.membershealth.ca](http://www.membershealth.ca)

## App



Download the  
Members Health App

## Phone



Tel. 1-800-484-0152

## Email



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

# How It Works



Book an Appt.

**Step 1:** Book an Appointment.

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

**Online:** Click 'Book an Appointment' at [www.membershealth.ca](http://www.membershealth.ca)

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



**Step 2:** Your Appointment will be confirmed back to you by call or text.



**Step 3:** Our Doctors, Mental Health Professionals and Care Team Managers will assess your situation and provide the appropriate support.

# Members Assistance Program

## Benefits Include:



Immediate support available 24/7



Referral to Therapist for ongoing support



Patient/Client Confidentiality



Mental Health and Addiction Support



Prescriptions sent to pharmacy of choice



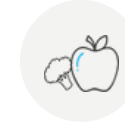
Personal Care Managers



Medical Support



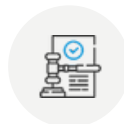
Family Support



Nutrition Support



Financial Support



Legal Support



Immigration Support

# Members Assistance Program

**Medical Doctor, Mental Health Professional  
and Care Team guided help with:**

- Stress
- Depression
- Anxiety
- PTSD
- Anger
- Grief & Loss
- Sleep difficulties
- Self confidence
- Fatigue
- Substance abuse
- Gambling
- Addictions
- Workplace issues
- Family events
- Parenting
- Education issues
- Legal issues
- Immigration
- Financial matters





## Compassion is at the Heart of our Care.

Our experienced Doctors, Mental Health Professionals and Care Team Managers are here for you. They will listen to your concerns and assist you in accessing the right care at the right time, employing the best practices for the best healthcare outcomes.

With your consent, we will share your clinical notes with your preferred healthcare professional to maintain Continuity of Care.



# Frequently Asked Questions

## **COST**

- Q Do I have to pay when I use Members Health?
- A NO. This is a Benefit that your union has put in place to provide care 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?
- 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.

## **FAMILY COVERAGE**

- Q Is this service available to my spouse and my children? Are they covered?
- A YES. Under the Members Assistance Program you and your family (dependents) are covered by Members Health.

# Frequently Asked Questions

## CROSS CANADA COVERAGE

Q Is my family covered across Canada?

A YES. Members Health can help you regardless of where you live in Canada. You can also access the service from anywhere you travel in the world as long as you are a Canadian resident.

## DOCTORS, SPECIALISTS, SURGEONS & MENTAL HEALTH CARE TEAM

Q How much experience do the Doctors have?

A Members Health Doctors have an average of 15 years of experience across multiple practice disciplines (Family Medicine, Emergency, Specialty and Surgical).

Q How much experience do the Therapists have?

A Members Health Therapists have an average of 10 years of experience with specializations in areas such as: addictions, trauma, abuse, family and diversity expertise.

Q What does the Care Team do?

A The Care Team is the critical link between our health care professionals and the Members. They are responsible for coordinating and securing timely appointments with specialists and making sure that all of the needs of Members are being met.

## I STILL HAVE QUESTIONS, WHO CAN I SPEAK WITH?

**Telephone:** 1-800-484-0152

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



membershealth



[www.membershealth.ca](http://www.membershealth.ca)



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