



membershealth



BENEFIT INFORMATION

Making a meaningful difference in
the lives of our Members.

Quick Reference

Your **Benefits** Include:



Doctors 24/7
-via video call



Prescriptions sent direct
to the Pharmacy



Labs ordered on call



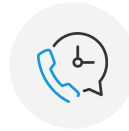
Diagnostics
ordered on call



Complete Doctor
Patient confidentiality



Timely referrals to
Specialists & Surgeons



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



Mental Health,
Wellness & Nutrition



Personal Care Manager dedicated
to each Member



Access to our Doctors
from around the world



Assistance locating
Family Doctors



Doctors notes

Talk to a Doctor Now. Here is how:

Website



Click 'Book a Doctor'
www.members-health.com

Phone



Tel. 1-800 484 0152

Email



careteam@members-health.com

App



Download the
Members Health App



Compassion is at the Heart of our Care.

Our experienced Doctors are caring, 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) share their encounter notes with your existing Family Doctor. This maintains your Continuity of Care and we find many Family Doctors really appreciate this.



"When it comes your health, please don't wait. Our Doctors and Specialists are here to help "

Dr. Donald Jones
Chief Medical Officer

Frequently Asked Questions

COST

- Q** Do I have to pay when I use Members Health Doctors?
- A** NO. This is a Benefit that your employer, association or union has put in place to provide Healthcare for you and your family.

FAMILY DOCTORS & MEMBERS HEALTH – 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 do for you, 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 Doctors and Careteam 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 400+ 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?

Give us a call at:

Tel. 1 800 484 0152

Email:

farwah@members-health.com

lina@members-health.com

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, they 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 via video. We booked her into a Specialist 3 days later, as our Doctor recognized the urgent need for help."

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

reviews escalations and referral cases.

Our Health Library is **powered by the World-Renowned Mayo Clinic.**

To keep you & your family

Healthy & Mentally Fit.

We deliver Preventive Care & Intervention.



1. Preventive Healthcare & Early Screening
2. Dietitians & Wellness Advice
3. Mental Health Assistance
4. Doctors Notes for Illness, Rest & 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

Family Physician-English

Dr. Humaira Ali



Dr. Afiya Bernard

Family Physician-English

Family Physician-English

Dr. Ira Bernstein



Dr. Fauzia Irshad

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

Family Physician-English

Dr. Maire Leddy



Dr. Adriana Pirvu

Family Physician-English, Romanian



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