



membershealth

Proudly Serving
90,000 Union Member
Families and Growing

We provide Members and
their Family the ability to
see our Doctors and
Specialists in MINUTES -
24/7/365 from anywhere in
Canada or the World



Making a meaningful difference in the lives of our Members



OUR GENESIS A HUMANE STORY



Seventy-two-year-old Pierette called me from rural Quebec, to tell me that Jean her seventy-six-year-old husband could not sleep and was frantic. She said: “Jean keeps saying this is the night he is going to die”.

Jean had been diagnosed with cancer 4 months earlier. He told me his Doctors treated him like a number, there was no real communication with the doctors and specialists, and he said they spent less than five minutes talking to him. Jean said: “you know, I worked hard my whole life, I paid my taxes, I was never sick and I feel like the health system doesn’t care about me at all and I need them now.”

I contacted a friend who was a surgeon and asked him to call Jean as soon as possible. One hour later Pierette called and said thank you so much. Dr. Malik called Jean, he is sound asleep now, he talked to the doctor for 20 minutes and he felt so much better. Dr. Malik is going to follow up with him also.

Sadly, Jean passed away six months later. Jean was indeed a hardworking man, strong and proud, and he was my father-in-law. This event was the impetus for Members Health, as I witnessed first-hand the difference that timely, compassionate and open communication with a Doctor had on someone’s life.

As told by one of the Founders of Members Health.



AS TRUSTEES,

YOU KNOW

that your Members are the heart & future of the Union

WE KNOW

that you take your role protecting your Members very seriously and that you truly want the best benefits available for them, benefits that make the Members & their Families lives healthier, less stressful and more secure.



FACTS

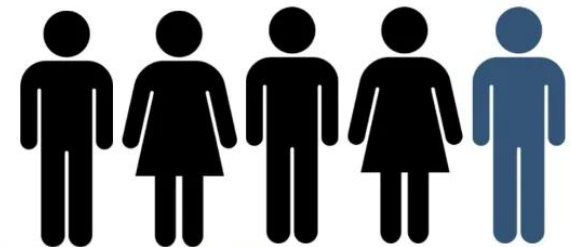
Every Union Member's Health & Wellness, is directly connected to their short and long-term ability to provide for their Family.



43%

of Canadians reported being able to get a same- or next-day appointment with their family doctor.

Source: Canadian Institute for Health Information



1 out of 5 Canadians reported waiting 7+ days to see a family doctor

Source: Canadian Institute for Health Information



THE WAIT

- 24 hours + to get into Family Doctor
- 1-2 hours to get into a “Walk In” (sub-par care & outcomes)
- 4 to 8 hours at Emergency
- 2 to 4 months for tests (MRI/CAT/CT and others)
- 3 to 11 months for Specialists & Surgeons

And unfortunately, it's getting worse

We have a PROVEN solution that is trusted by Unions across Canada

COMPREHENSIVE CARE FOR UNION MEMBERS



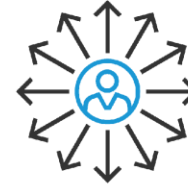
Doctors 24/7- via video call



Diagnostics ordered on call



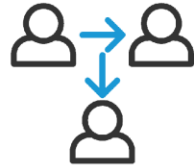
Mental Health, Wellness & Nutrition



Personal Care Manager dedicated to each Member



Prescriptions sent to Pharmacy of your choice



Timely referrals to Specialists & Surgeons



Assistance locating Family Doctors



Access to our Doctors from around the world



Labs ordered on call



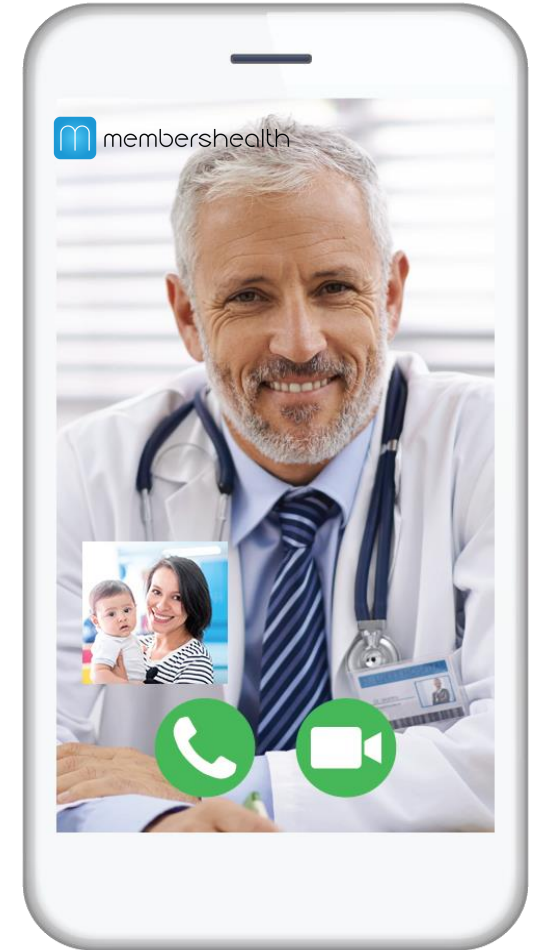
Doctors notes



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



Complete Doctor Patient confidentiality



1. **What is Members Health?**
2. Why Members love it
3. How it helps Unions, Trustees & the Members
4. Range of cases we treated in 2019
5. Medical Team – Across Canada
6. General pricing guidance
7. Appendices – Foundation & Testimonials



Members Health is an Accountable Healthcare Benefit - Designed and operated by some of Canada's leading Surgeons & Physicians, our service features:

1. A dedicated team of Doctors & Specialists available in minutes 24/7/365
2. Prescriptions, Labs & Diagnostics on the video call.
3. Referrals & timely access assistance to Specialists & Surgeons.
4. Follow up - 24/48 hours post Doctor visit contact
5. Preventive Health Screening, Doctors Notes, Mental Health, Wellness & Nutrition assistance
6. Continuity of Care protected by keeping Family Doctors informed (with consent).
7. Access to our Health Library powered by the world-renowned Mayo Clinic.
8. Case Review Team for complex cases
9. Medical Advisory Board to review quality of care
10. Dedicated Care Team staff assigned to each Member as a point person for their care

25 Minutes - is our current average time for our Members to speak with our Doctors on Shift

We are redefining how Healthcare is delivered ... and our Members love it.



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Time & Money Saved

No more waiting, no more Walk Ins, no more 6 hour plus Emergency Room waits, no more driving, no more lost work hours and pay.

Convenience of Patient First Care

Members Health Doctors see you 24/7/365, from anywhere, at Home, Work, in your Car, even when you are outside the Country

Follow Up Care

Every visit includes a follow up contact - 24 or 48 hours later

We take the time to find solutions to your Health problems, using our team of multi discipline Doctors, Specialists and Surgeons

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This is a benefit that every Member and Family needs - Accessing a Doctor or Specialist quickly and finding the right care path is the most important thing for all of us, and it has become very difficult.

A healthy Union Membership means a stronger Union and means better short/long term health for the Member base, less missed work and production days, lost pay, and lost check offs.

Lower Drug Costs in both short and long run periods – Unions we speak with complain Drug Costs are out of control. This is a systemic problem where unless side effects present, drug spend escalates needlessly.

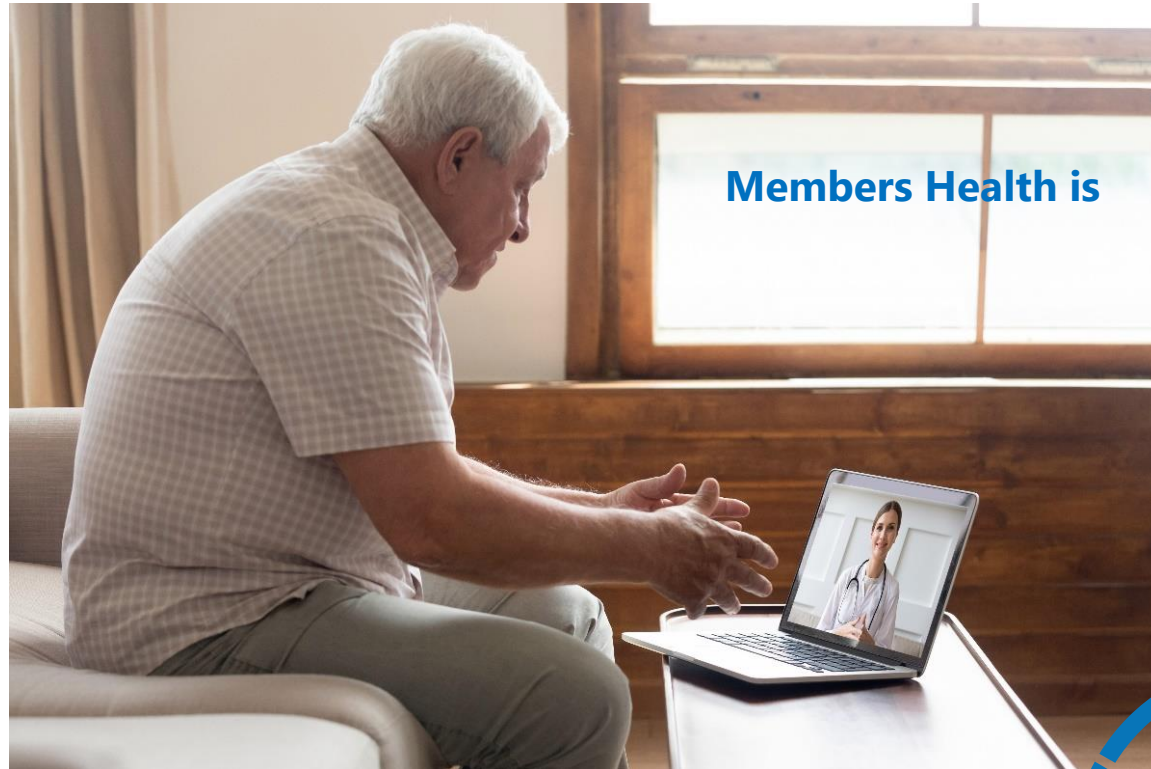
Accountable Healthcare Benefit – We take the time to assess the whole person, a Primary Care Physician does not have this time or structure available. We treat multiple issues and family members all on a single call and stay with the member to get them to the best health outcome possible.

Example 1. Sick note issued to a Union Member in 6 minutes via email, our Doctor spoke with him by video while he was pouring concrete on top of a two storey building. Member saved \$120. (Two (2) hours off work, \$100, plus the \$20 fee to a Doctor for a note, and he didn't have to even leave the job site)

Example 2. Member on 9 month wait for Gastroenterologist, our team had the Member in within 2 weeks.

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- Colds / Flu's / Ear & throat infections
- Diabetes issues
- COPD issues
- CHF issues
- Out of Country Medical advice
- Doctors notes for sick leave/RMT/Chiro
- Throat cancer early detection
- Early stage heart attack warning
- Knee, hip and spinal issues
- Urinary tract infections
- Asthma issues, adults and children
- Prescription renewals
- Prescription changes (ineffective or poor meds)
- Birth control & Female reproductive system issues
- Gastro/Cardio and Neuro issues
- Referrals into Gastroenterology, Oncology, Psychiatry, Neurology, Cardiology & Internal Medicine
- Concussion problems and better treatment paths
- Brain MRI's, CT, Xray and Ultrasounds ordered & arranged
- Locating of Family Doctors for numerous Members
- Epilepsy matters and treatment paths
- Anxiety, depression, substance abuse and anger issues



**We are Member to Doctor based
Our Members see our Doctors immediately**

WE DO NOT USE: bots, text, questionnaires, artificial intelligence, messaging or triage delay processes





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Dr. A. Bernard



Dr. D. Jones
Chief Medical Officer



Dr. A. Malik
Chairman
Medical Advisory Board



Dr. D. Richardson
Infectious Disease
Expert



Dr. E. Cohen



Dr. A. Grover



Dr. D. Jangra



Dr. M. Kalin



Dr. S. Singh

Additionally we have:
 3 rotating Specialists –
 for Case Review
 6 Rotating Specialists -
 Medical Advisory Board
 22 Connected
 Specialists



Dr. H. Ali



Dr. I. Bernstein



Dr. I. Petrov



Dr. F. Irshad



Dr. A. Pirvu



Dr. M. Leddy

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Our clients include members of:

LiUNA!

Pricing per member is based upon the size of the member base to be covered, the age distribution of all members within that base and their dependents, and the length of the contract.

[Our per member price covers the Member and all their dependents](#) (referred to as a: “Member Family Unit”).

In general, our rates Per Member (Member Family Unit), Per Month, range from 8.1 cents to 15.6 cents per hour or \$12.99 to \$24.99 per month, subject to adjustments. Note: these rates cover the Member Family Unit.

Specific pricing and structures will be provided to match the exact needs of the Union and its Members.



WITH MEMBERS HEALTH YOUR MEMBERS KNOW

That experienced Doctors are here to listen and help

That a dedicated Care Team is here for them

That they will not have to wait hours or days

That Prescriptions, Labs, Diagnostics and tests will be ordered rapidly, as medically needed

That timely Medical Advice and Guidance is always available

That Members Health will help them, and their family, find the care they need and stay healthy





To confidentially discuss the unique needs of your organization, please feel free to contact us.

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Matthew Handley
President
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APPENDICES

Our Foundation
Testimonials & Member Experiences



OUR FOUNDATION

“is rooted in the knowledge and experience that when our Members have timely, compassionate and open communication with Doctors, Specialists and a Care Team staff, they enjoy healthier lives, have less stress and enjoy true peace of mind knowing that someone is always working to get them the best care they need and deserve”



EXAMPLES OF MEMBER EXPERIENCES



“Mental Health assistance arranged in two days”

*“Our Daughter had severe anxiety and chest pain, after 6 hours at the ER we were told to see our Family Doctor. We called Members Health at 9pm, they immediately ordered lab tests and arranged a Psychologist in two days. Our Daughter speaks with their Doctors regularly now and is really back to normal. They made sure my daughter was taken care of and kept following up with her. Just a great experience, I love that we can call whenever we need to”
G.J.*



“Early stages of Heart Attack caught at 2pm on a Sunday”

“My wife called at 2pm on Sunday for my chest cold, the members Doctor spoke to me by video and was very persistent that this did not sound isolated to a cold, she insisted I go to ER. I refused initially and was p-ssed off and annoyed. So we went after 2 hours and it was early signs of heart attack. Members doctors checked in again and again and arranged cardiologist and gave me advice for next steps. I am very thankful for you guys and sorry I was stubborn old goat, my wife really thanks you and sings your praises to our friends.” J.D.



“Specialist wait was 18 months – Members Health arranged in 5 days”

“Received notice from Specialist for contraceptive device implant that wait was 18 months, I called Members Health they arranged for me to have it done in 5 days. They were actually angry that any specialist would even send a letter back with a stamp on it saying 18 months wait. The care team at members is incredible, they found me what I needed and gave me options. Dr. Leddy was amazing also. Great communication.” J.B.



“Specialist wait was 18 months – Members Health arranged in 5 days”

Please send a confirmation fax when referral is received, Thank you.



membershealth
We Are Here To Help

Dr. Ira Bernstein
Members Health Inc.
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Brampton, Ontario, Canada
L6T 4S5

www.members-health.com
Tel.: 1-800-461-3157
Fax: 289 720 2076

Consultation Request Form

Date: [REDACTED]
Medical center name: [REDACTED]
Dr.: [REDACTED]
Tel.: [REDACTED]
Fax: [REDACTED]
Address: [REDACTED]

RECEIVED JAN 23 2020
YOUR REFERRAL HAS BEEN RECEIVED
OUR WAIT TIMES ARE 18-24 MONTHS

Dear Dr: [REDACTED]
RE: [REDACTED] Patient home number: [REDACTED]
DOB: [REDACTED] Patient mobile number: [REDACTED]
Age: [REDACTED] Health card number: [REDACTED]

Reason for referral:

Patient has had Mirena IUD for 8 years; requires replacement; prescription has been provided

PMHx: Endometriosis, anemia

Meds: [REDACTED]

Allergies: NKDA

Thank you,

Dr.: [REDACTED] CPSO: [REDACTED] OHIP#: [REDACTED]
Ext #: [REDACTED]

Dr. Signature:



**“18 months for an Ear doctor.
Members Health arranged a sick note,
prescription, and a faster Specialist,
all while the Member was on his
phone at the Jobsite pouring
concrete”**

“I used members health a week or ago. It is a very fast service with very knowledgeable doctors. All I needed was sick note, I talked to their Doctor while we were doing concrete drop, got the note and prescription and I asked about why I had to wait a stupid 18 months for an Ear Doc, they are helping with that also all in 10 minutes and no time off site. Really 5 stars from me“ D.G.



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██████████ 4PM ██████████ ██████████



██████████ ██████████ *Medicine Professional Corporation*

BSc(H), MD, FRCS(C)
OTOLARYNGOLOGY – HEAD AND NECK SURGERY
Ear, Nose, Throat & Facial Plastic Surgeon

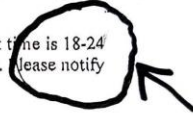
Referral Response

Dr: Bearstein

*Consider referral locally
? Miguines*

You have referred: ██████████ ██████████ ██████████ to be seen by Dr. ██████████

Non-urgent/elective referrals are booked on a month-to-month basis. The average wait time is 18-24 months. We will notify your office when an appointment is scheduled for your patient. Please notify your patient of the delay.



PLEASE DO NOT HAVE YOUR PATIENT CALL OUR OFFICE TO INQUIRE ABOUT THE STATUS OF THEIR APPOINTMENT. Due to a high number of calls to our office I will not be able to return any calls inquiring about a future (unscheduled) appointment date.

*****PLEASE NOTE: If you have a SUDDEN HEARING LOSS please fax the referral urgently to our office ██████████ AND call our office to advise us of this referral.

When difficult health news arises, we need advice and help navigating the system.



Stress & Confusion

When our companions are sick, we want help



Fear

When Our Children are in pain and under stress, we would do anything to take this away from them.



Worry



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Making a meaningful difference in the lives of our Members