



## Member Services

### Assistance services

#### What is it?

- A partnership with Morneau Shepell which offers a variety of counselling and consultation support options so you can find one to suit your comfort level, learning style, and lifestyle:
- an independent and confidential support service that can help you and your dependants manage a wide range of challenges including loneliness, adapting to new cultures, personal or emotional impacts of relocation, stress, anxiety, and depression.
- 5 telephone or video consultation sessions per year for each issue of this kind.
- This service is available in English only, 24/7 by web, phone or mobile (via the 'My EAP' app).

#### How can you access it?

- calling +19058863605 or visit [worklifehealth.com](http://worklifehealth.com). You can also download the MyEAP app from your device's app store.
- a Morneau Shepell Client Care Representative will assess your situation and find the support that best suits your needs.
- a local counsellor who speaks your preferred language will connect with you within 24 business hours and offer an appointment.
- in case of a crisis or emergency, telephone counselling is available immediately.



# My Digital Doctor

## What is it?

- A partnership with Advance Medical, an independent provider of healthcare services to provide you with access to a licensed doctor from one of their global teams doctor, 24/7, no matter where you are.
- You can inquire about symptoms, medications or treatment plans in a private setting with full confidentiality, without having to leave your home or work.
- It's easy to share images and test results, and a highly trained medical practitioner will provide you with advice including the most appropriate next steps to stay healthy.
- You can receive referral letters and in some circumstances a prescription.
- prescriptions are issued in line with safe prescribing guidelines, are always subject to the rules of the country where they are dispensed and not appropriate or guaranteed in every case.

## How can you access it?

- Download the 'My Digital Doctor' app from the Apple App store or Google Play.
- Register your details.
- Schedule a video consultation, request a call back or call in directly at +1 857 256 32 89
- Input some basic information such as age, time zone, language and the date and select an available consultation slot marked in green.
- You will receive an email straight away that the appointment is booked and another email reminder 15 minutes before your appointment will start.
- When it's time, your appointment will go green and you can press this to enter the waiting room.
- During the consultation you can:
  - Explore treatment plans
  - Discuss your medical history
  - Understand your symptoms
  - Plan your health goals.
  - View scans, test results and medical reports
  - Annotate documents and chat securely

Following the appointment you will see the doctor's summary notes in the consultation history section. This will contain appropriate recommendations and additional documents such as referral letters. You will also receive a satisfaction survey via e-mail.

# Treatment plan advice services

## 1. Second medical opinion

In partnership with Best Doctors, we provide you with complimentary access to an independent second medical opinion service.

This service gives you access to world leading specialists who can provide an independent and confidential review of your medical case when you are unconvinced about your diagnosis, worried that your medication isn't working, or want to know if there are other treatment options.



## How does it work?

- call the Generali Assistance Centre on +1 905 532 3648 who will arrange for Best Doctors to call you back at a convenient time to begin your free and confidential second medical opinion.
- you will be assigned a case coordinator, who will arrange for collection of relevant medical documentation and take your case to a world-leading specialist for an in-depth review.
- the Best Doctors team will discuss the findings of this review in detail with you and deliver the result to you in a digital report.
- you can use this report to discuss your treatment options with your normal medical practitioner/specialist and your Best Doctors case co-ordinator can assist the conversation with you.

# Treatment plan advice services

## 2. Genomic profiling tests for cancer

Under the cancer treatment benefit you have access to an innovative new service provided by our partner GeneSort – a leading provider of genomic profiling services.



### How does it work?

Following the diagnosis of an eligible cancer:

- Arrange for GeneSort to send you an instruction and specimen kit
- Together with your referring medical practitioner/specialist, prepare and complete the kit and return it to GeneSort in the provided pre-paid package.
- Your specimens will be analyzed and within 21 working days you and your referring medical practitioner/specialist will be sent an individual clinical report.
- The report will be based on your specific genomic profile that lists targeted, evidence-based treatment options and will assist your medical practitioner/specialist in choosing the most appropriate personalized treatment for you.
- To find out more, please contact the Generali Assistance Centre on +1 905 532 3648 or email [globalservice@generalihealth.com](mailto:globalservice@generalihealth.com)