

Our Approach to Healthcare

Your Team

You work with a team of healthcare professionals:

- Your family physician leads a multidisciplinary team which includes a nurse practitioner, a care coordinator, a dietitian, a physiotherapist and other specialists that are important to your health.
- A comprehensive annual physical is undertaken. It is an in-depth look at all aspects of current health, medications, fitness, nutrition, social environment and your medical history.
- An individualized annual health & wellness plan is created that is manageable and ensures lasting health.

Care Coordination

Care Coordination guarantees you have the information you need:

- Through monitoring medications, consolidating medical records and scheduling appointments, your care coordinator is the project manager for your health & wellness plan.
- Your team works to track and improve your plan.

Care Coordination manages timely referrals to our extensive network of specialists:

- Referring you to the best specialist for your condition and ensuring that the specialist has your medical records.
- Your team manages your condition between appointments and will follow up with the specialist to coordinate your ongoing care.

Electronic Medical Records

State-of-the-art Electronic Medical Records help you and help your doctor:

- Doctors have access to your entire medical history consolidated in a database of information that is quickly searchable.
- You have access to an individualized patient portal. The portal provides reminders, schedules and access to medical records. It allows tracking and recording of medications, conditions, symptoms, allergies, fitness and nutrition.

HealthCare 365 Afterhours

A member of our team is available **24/7/365** to answer questions and listen to concerns.

- After hours calls are answered by our registered nurses.
- The nurses have your medical records; they know you and a doctor is always on call.

Emergency Support & Advocacy

No matter where you are, or the time of day, if there is a medical emergency call us and we will provide the support needed, immediately:

- Your team acts as your advocate while you are in the hospital or ER.
- Your physician will supervise your care making certain that it is properly coordinated and that all treatment options have been explored.



Compare the Difference

	HealthCare 365	Executive Medical	Public System
Focus	Proactive health management	Diagnostic assessment	Incident based treatment
Access	24/7/365 day a year access	Annual checkup	10 minute appt. when available
Advocacy	Education and navigation	Refer out	Inconsistent navigation