

Autonomy, comfort, security and well-being. That is what you can count on with Medical Care Assistance, a complete, personalized support program. Designed to help maintain your health and quality of life, this program is included with your National Bank Financial Package.

Second Medical Opinion

When there is no room for doubt, it is reassuring to know that you can ask for a second medical opinion.

The second medical opinion made available by Medical Care Assistance helps you ensure that your diagnosis is right and that the best decisions will be made about treatment.

You can rely on the second medical opinion to confirm a diagnosis and relieve any doubt about your medical condition. Take advantage of the expertise of qualified specialists affiliated with internationally recognized centres of excellence, without having to make a special trip!

In addition, if you would like to continue treatment outside the country, our medical concierge service can coordinate your trip, accommodations and appointments for you.

Home Assistance

Taking care of a home during a period of recovery is no easy task. Medical Care Assistance gives you access to up to 12 hours of services from a home helper.

The home helper can give you a hand with certain chores such as daily housekeeping, laundry or meal preparation and is also available to accompany you if you leave home. Whenever services are provided, your privacy and preferences are respected.

Health Information Line

To save you from having to make unnecessary trips and to facilitate your recovery, Medical Care Assistance gives you preferred access to a telephone line staffed by a team of nurses.

These healthcare professionals will give you advice or information about health issues and will direct you to the appropriate resources. Services are available in English or French.

Medical Concierge Service

Finding the right healthcare services can be a real challenge. The medical concierge service from Medical Care Assistance helps you navigate through the complexities of the healthcare system so that you can find the best care and services.

Referrals to healthcare resources

The concierge service will guide you to the appropriate healthcare and well-being resources: medical clinics, specialized care centres, hospitals, nutritionists, etc. What if you want to meet with the physiotherapist nearest your home, for example? No problem! Based on your needs or concerns, we will direct you to the most suitable medical and paramedical resources.

Arrangements for appointments and specialized transportation

We know your time is valuable. Our concierge service will take care of scheduling non-recurring appointments for you: all you have to do is go to your appointment with your healthcare professional.

Arranging transportation suited to your condition can be difficult following an accident or operation. Our representatives also coordinate your transportation needs by getting in touch with specialized taxis, ambulances or other suitable transportation services.

Information on government deductions and tax credits

Did you know that you could be eligible for healthcare deductions or tax credits when you purchase an assistive device related to a physical disability or when you travel to receive certain treatments? Our representatives are able to give you information and help you find out which government programs you may qualify for.

What you need to know

Medical Care Assistance does not provide medical care. National Bank Assistance Network assumes no responsibility for the medical advice given or the actions taken or not taken by participating medical care providers.

National Bank Assistance Network assumes no responsibility for the availability, quality or results of treatments or services, nor for the unavailability of treatments or services for eligible clients. National Bank Assistance Network may modify the access to services at any time.

Eligibility

Medical Care Assistance is available to clients who have enrolled in the National Bank Financial Package including Medical Care Assistance, their spouse and the members of their immediate family living at the same address (the “eligible clients”).

The **SECOND MEDICAL OPINION** is offered starting on the date National Bank Assistance Network receives a medical certificate attesting an accident or critical medical condition covered by Medical Care Assistance. National Bank Assistance Network takes steps to obtain the opinion of specialists affiliated with centres of excellence, which are mainly located in the United States.

Costs: If treatment is provided outside Canada, the costs of medical care, transportation and accommodations are paid by the client.

HOME ASSISTANCE provides the services of a home helper for up to 12 hours per year per Financial Package including Medical Care Assistance starting on the date National Bank Assistance Network receives a medical certificate attesting an accident or critical medical condition covered by Medical Care Assistance. Each visit by a home helper must last a minimum of 3 hours. The home helper only carries out daily or frequent tasks.

Costs: All expenses other than the cost of the home helper are paid by the client.

The **HEALTH INFORMATION LINE** is available for up to 6 months’ unlimited use starting on the date National Bank Assistance Network receives a medical certificate attesting an accident or critical medical condition covered by Medical Care Assistance. The health information line service is available only by telephone from 9 a.m. to 5 p.m. Eastern Time, Monday to Friday. In the event of heavy call volumes, an appointment may be necessary in order to speak with a nurse. Nurses do not make visits to clients.

The **MEDICAL CONCIERGE SERVICE** makes the following available to eligible clients:

- Up to 10 calls per year per Financial Package including Medical Care Assistance, regardless of the client’s state of health.
- Up to 6 months’ unlimited use of the service starting on the date National Bank Assistance Network receives a medical certificate attesting an accident or critical medical condition covered by Medical Care Assistance. If more than one covered accident or critical medical condition is declared within the same year, the 6-month period of unlimited use will be conditional on the confirmation by National Bank Assistance Network of the most recent medical certificate received.

National Bank Assistance Network does not schedule appointments for emergencies and does not arrange follow-ups for medical appointments. The preferred communication methods are telephone and email. The search for a family doctor is not included in the program.

Costs: Costs in connection with medical care and transportation are paid by the client. All charges imposed by healthcare professionals who have been referred or with whom an appointment has been scheduled are also paid by the client.

Access to all the services offered by Medical Care Assistance ends upon termination of the National Bank Financial Package.

❖ For more information or take advantage of Medical Care Assistance services, do not hesitate to contact us.

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