

canada **life**™

**Added  
support at  
a critical  
time in  
your life**

## Be prepared for all aspects of a critical illness

You can never be totally prepared for a critical illness, but a critical illness insurance policy is a good start.

If you have a critical illness insurance policy and are diagnosed with a covered critical illness, the lump-sum payment you receive can help improve your financial situation, but you and your family may still need help coping with other aspects of life.

**Canada Life™ LifeAdvance™ and Child LifeAdvance™** policies offer a range of services and support for your physical, emotional and financial needs. For example, you can access the services of:

- Teladoc Medical Experts (formerly Best Doctors), a global leader in virtual health
- LifeWorks Inc. (formerly Shepell), a holistic counselling and support firm

\*All references to Canada Life LifeAdvance and Child LifeAdvance policies include our Oasis™ and Child Oasis™ policies.





## Access world-renowned specialists

Teladoc Medical Experts brings together the best medical minds in the world to help you get the right diagnosis, treatment and information.<sup>1</sup> With access to these experts, you can make more informed choices about your treatment.

You can use these services at any time during the life of your policy, for any medical condition. You can even use them for conditions that aren't covered by your policy. They're also available for your:

- Spouse
- Children up to the age of 21 (25 if full-time students)
- Parents
- Parents-in-law



## Available services

**Expert Medical Opinion<sup>SM</sup>** – offers more than a second opinion. Top medical specialists analyse your medical records. This may include x-rays, test results, imaging scans and pathology samples. You can share their findings with your physician to help determine your best treatment.

**Find a Doctor<sup>SM</sup>** – searches for specialists within Canada. It looks at your medical history, location and condition. You get a report with physicians' biographies and credentials.

**Care Finder<sup>SM</sup>** – searches for physicians outside Canada. It covers more than 450 specialties and sub-specialties of medicine around the world. You get up to three recommendations of experts best suited to your needs.

**Personal Health Navigator<sup>SM</sup>** – helps you navigate the Canadian healthcare system if you have health questions. You get a personalized report with resources and information you need. For example:

- Articles about your condition
- Websites and contact information for care providers and facilities in your community

**Ask the Expert<sup>SM</sup>** – sends your questions to a specialist in your condition. You get the answers in a written report to help you make well-informed decisions.



A **Member Advocate** (registered nurse) helps you access these services. They work with you and the physicians reviewing your case. As your advocate, they update you on your case and support you through the process.

For more information on these services, call Teladoc Medical Experts at 1-877-419-2378. Or visit [Teladoc.ca/medical-experts](https://www.teladoc.ca/medical-experts).

# Counselling and support services from LifeWorks

LifeWorks™ offers professional counselling, family support services, registered dietitians and more, to help you and your family deal with the emotional impact of your condition.<sup>1</sup>

**For up to one year after diagnosis of a covered critical illness, the insured and the primary caregiver can access:**

**Professional counselling services** – This confidential support from professional counsellors can help you navigate personal or emotional issues. You and your family members have up to 12 sessions available to you.

**Family support services** – Get help finding child care, elder care and home care. LifeWorks' consultants will research your options, including locations, availability and fees. They'll also provide one-on-one telephone consultation with parenting information for day-to-day challenges you may face when dealing with a critical illness.

**Financial and legal consultation** – Given the possible changes in employment that come with a critical illness, you may need financial advice and help with day-to-day budgeting. General legal consultation is also available.

**Registered dietitians** – A modified diet can be part of your treatment plan. Get consultation and advice about changes to your diet.

**Wellness website** – This informative online tool can help you discover practical solutions for the issues most affecting you.

**Online smoking cessation services** – Get the support and guidance to help you quit smoking and get on the path to a smoke-free, healthy lifestyle.

**Online stress management tool** – Use this interactive program to help you deal with the symptoms and management of stress associated with a critical illness.

For more information,  
visit [LifeWorks.com](https://www.lifeworks.com).



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<sup>1</sup>Teladoc Medical Experts and LifeWorks will not charge for the services described in this brochure. Teladoc Medical Experts doesn't make referrals or appointments for members. You're responsible for the costs of any travel, lodging and medical treatment for Find a Doctor and Care Finder services. To receive these services, you must show you can pay these costs. We recommend that you inform the treating physician that these services are available.

The Canada Life Assurance Company is not obligated to provide the services of Teladoc Medical Experts, or LifeWorks Inc. described in this brochure and may change or cancel access to these services at any time without notice. These services are available even though you may not be entitled to benefits under the LifeAdvance or Child LifeAdvance policy. Any representations or warranties concerning these services are those of Teladoc Medical Experts or LifeWorks and not The Canada Life Assurance Company.

This brochure is not and does not form a part of any contract. For more information about how LifeAdvance and Child LifeAdvance critical illness insurance may fit your needs, ask your advisor.

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LifeWorks is a trade name of LifeWorks Inc.

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