

**EQ Care - Virtual Health Care Services**

# Platform Overview and Proposal

Presented to

Name of the Client

Date

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## Corporate Profile

Equinoxe Virtual Clinic Corp is a privately held, ISO 9001:2015 certified health care management company headquartered in Montreal, with offices in Toronto and Vancouver.

Equinoxe's platform for Group Benefits is offered through the EQ Care brand, in both official languages, across all Provinces and Territories, 24/7.

Equinoxe has been caring for Canadians for over 30 years, and has 11 years of virtual care experience, combining 24/7 Nurse Call Center services over 6 years with the last 5 years of virtual health care services with EQ Care.

EQ Care has deep experience in the following fields of health care in Canada:

- Virtual medical care
- Complex case management
- Nurse and Nurse Practitioner call-center-based medical triage
- Mental healthcare
- Home care
- Patient advocacy
- Remote monitoring

We have managed well over 300,000 virtual medical consultations and were awarded by the Federal Government's Canada Health Infoway group for innovation in health care.



## Get access to virtual care 24/7, wherever you are!

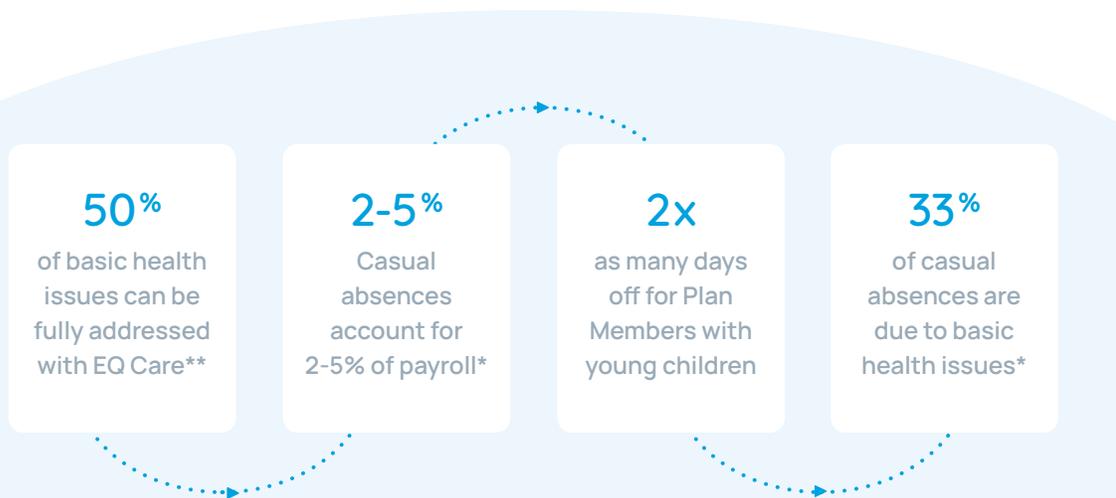
EQ Care is pleased to partner with you to provide 24/7 national and bilingual virtual health care services to its Plan Sponsors and Plan Members.

We have been providing exemplary health care services to Canadians for over 30 years and were the first to introduce virtual care services in Canada.

Our goal is to improve the patient journey by providing faster access to care and treatment, and to customizing each patient's experience to meet their unique needs, with empathy and a human touch. We are committed to service excellence and to staying ahead of the innovation curve which leads to better health outcomes and patient satisfaction.

We welcome the opportunity to serve you as part of our partnership.

Daniel Martz



\*US CCH Publication study: HR Management Ideas and Trends

\*\* Deloitte eVisits study 50% of basic health issues can be fully addressed via telemedicine

## EQ Care Service Overview

The program connects employees to a national, geographically distributed network of Canadian Doctors and mental health professionals, in a range of specialties, online, via private video, secure messaging, file sharing and patient care plans, from wherever employees are located, in English and French, 24/7.

EQ Care's team of Nurses, Nurse Practitioners and Care Managers complement, triage and facilitate the virtual consultations with EQ Care's Doctors, mental health and paramedical professionals, and coordinate and advocate for the required "next steps" in care such as requisitioning of prescriptions, labs and other diagnostic tests, and specialist referrals.

EQ Care provides Your Company with the comfort of knowing your employees can connect with Canadian health care practitioners through any internet connected device via EQ Care's mobile and web applications. The service enables better access to care, and improved medical healthcare outcomes, by shortening the time frame to receiving primary care, and benefiting from timely medical specialist referrals.

On the next page is an overview of the key elements of the service:

# Service Summary for Member Health

1

## Doctor Availability

**Access to General Practitioners of services, online, to address medical issues such as:**

- ✓ Cold, flu, fever, sore throat
- ✓ Urinary tract infection
- ✓ Skin issues, rash
- ✓ Stomach ache, diarrhea, vomiting
- ✓ Musculoskeletal issues
- ✓ Mental health
- ✓ Pediatrics

2

## Quick Referrals

**Referrals to specialists such as:**

- ✓ Psychologists and Psychiatrists
- ✓ Pediatricians
- ✓ Dermatologists
- ✓ Orthopedists

3

## E-Services

**E-Services such as:**

- ✓ E-prescriptions
- ✓ E-lab requisitions
- ✓ Other medical test requisitions
- ✓ Appointments for the "next steps" in care

4

## Care Advocacy

**Care advocacy and navigation:**

Our mission is to advance the patient's health care journey and optimize outcomes



In addition, for medical issues outside of this basic list, which require diagnostic testing, physical examination, or a more involved set of interventions, we will inform the employee that these additional step(s) are required, and our Care Managers will work with the employee to ensure the next steps in their care are coordinated and followed up, as recommended by the Doctor, in combination with the patient's location, preferences and logistical constraints.

Also, all the EQ Care Doctors can offer general pediatric care and counsel for children, toddlers, newborns, as well as expectant mothers. Depending on the age of the child and the child's medical condition, the Care Manager or Doctor may determine that an in-person physical exam is required and will work with the employee to help coordinate the child's care.

## Benefits and Impact

EQ Care has shown to be effective in increasing access to care and treatment, and lowering absences and disability duration time. Initial studies have shown an ROI of 24X, and generated excellent feedback from employees and dependents using the service. Below is a sample of results from an independent study conducted by Canada Health Infoway which demonstrates the benefits of the EQ Care service:

98%

### CONVENIENT + FASTER

98% of patients say we make accessing healthcare faster, and more convenient.

89%

### DIDN'T MISS WORK

89% of our patients have avoided missing work by seeing their doctor online instead.

98%

### SAVED TIME

98% of our patients save 30 minutes to two hours of travel time by seeing the doctor online.

# Market Differentiators

Below is an overview of EQ Care’s key differentiators in the virtual care marketplace:

- 
**Senior Management Team**
  - 30 years in health care in Canada
  - 11 years of virtual care experience
  - Extensive expertise in Group Benefits
  - Strong Independent Advisory Board
- 
**Work Excellence**
  - **ISO 9001:2015 certified**
  - Over 300,000 virtual medical consultations through the platform
  - Awarded by the Federal Government for innovation in health care
- 
**Continous Innovation**
  - Artificial intelligence integrations providing decision support for practitioners across specialties
  - vCBT
  - vIMEs
- 
**“Service-First” Approach**
  - 98% client satisfaction score
  - Available across Canada, in English and French, 24/7
  - First nations traditional medicine support
  - Advocate and “case manage” to ensure the right “next-steps” in care
- 
**Supplemental Services**
  - Medication coaching
  - Home diagnostics
  - Ambient Mental Health Risk Assessment (HRA) tool
- 
**Mental Health, Paramedical and Disability Management Service**
  - Virtual mental health and paramedical consultations, across Canada in English and French
  - National and bilingual network of mental health and paramedical professionals
  - Early intervention program for short term disability plans

## Pricing

EQ Care is offered in a Per-Member-Per-Month (PMPM) pricing model for unlimited access to the service. The rates are based on a 30-40% effective utilization rate and will be renewed on an annual basis, taking into account the fluctuation in utilization and usage.

The PMPM rates below are based on a total employee count of approximately:

	British Columbia			Rest of Canada			Total	
	# of Employee Plans	PMPM Rate	Total Monthly Program Cost	# of Employee Plans	PMPM Rate	Total Monthly Program Cost	# of Employee Plans	Total Monthly Program Cost
Individual Plans								
Family Plans								
<b>Total</b>								

The rates above exclude applicable sales tax.

## Commitment to Service Excellence

At the heart of our internal quality control is our commitment to service excellence. We are an ISO 9001:2015 certified company, and maintain strict professional standards, clinically, operationally and technologically.

Further, we provide the highest quality of service in a manner that optimizes access to health care services and treatment. To ensure we are meeting a level of service satisfaction we will continuously measure and track our performance through feedback and assessment by the employees and the employers using our services.

In that vein, we provide aggregate utilization and group member satisfaction reporting as part of ongoing communications with your company.

