



Assante®
WEALTH MANAGEMENT

Be well-advised.

The Path to Wellness

Frequently Asked Questions



► WHAT IS THE MEDCAN CLINIC?

Medcan is Canada's leader in delivering comprehensive, high-quality health management services to executive teams and individuals who are interested in proactively managing their health and well-being. Medcan provides preventive and diagnostic testing through its Comprehensive Health Assessment – a head-to-toe examination of a patient's health. Medcan performs 10,000 Assessments each year for patients from across the globe.

The Medcan Clinic is a private medical clinic located in downtown Toronto with affiliated clinics located in Vancouver, Calgary, Edmonton, Ottawa, Montreal and Dartmouth.

► WHAT IS THE PATH TO WELLNESS? WHY IS ASSANTE PARTNERING WITH MEDCAN?

At Assante, we understand that personal health and well-being is a growing concern among many Canadians. That's why we are pleased to introduce The Path to Wellness – a health care concierge program for Assante clients.

We have partnered with Medcan in delivering this program to offer our clients expert advice, and a complete analysis of their current state of health through a Comprehensive Health Assessment at special Assante preferred pricing.

► WHAT IS A COMPREHENSIVE HEALTH ASSESSMENT?

A Comprehensive Health Assessment is a complete analysis of your current state of health designed to give you the data and guidance that you need to manage your well-being proactively. Using a number of diagnostic and clinical tools, the assessment focuses on identifying health issues before signs and symptoms occur to help prevent illness and detect it as early as possible.

This assessment is available at the Medcan Clinic in Toronto, and through its affiliate clinics in Vancouver, Calgary, Edmonton, Ottawa, Montreal and Dartmouth.

► HOW MANY PHYSICIANS DO I SEE? HOW MANY TESTS DO I HAVE?

The Comprehensive Health Assessment includes the following testing stations:

- Visual assessment
- Immunization and flu shots
- Chest x-ray
- Blood work/urinalysis
- Abdominal ultrasound
- Fitness assessment
- Specialist referral coordination
- Physician consultation, review, and examination
- Pelvic exam, pap smear, transvaginal ultrasound (Women over 50 years old)
- Hearing assessment
- Respiratory function study
- 12 lead stress electrocardiogram
- Nutritional assessment
- Prostate exam, PSA test (Men)
- Massage
- Ankle brachial index
- Nurse consultant assigned for questions and follow-up

► HOW LONG WILL MY COMPREHENSIVE HEALTH ASSESSMENT TAKE TO COMPLETE?

Your appointment will take approximately 4.5 hours. Should you decide to add on additional services like an eye exam, genetic risk assessment, or an enhanced cardiovascular screen, the visit may take up to 5.5 hours.

► HOW IS THIS DIFFERENT FROM AN ANNUAL MEDICAL WITH MY FAMILY DOCTOR?

Most patients typically spend 45-60 minutes with their physicians. If your family doctor was to refer you to other physicians or locations to have all of the tests done that are performed during your Comprehensive Health Assessment, it would take days, even months, to complete the tests that are completed through Medcan in a few hours.

The Medcan Clinic is committed to providing medical excellence and ensuring the highest level of client satisfaction, handling all of its clients' medical needs with first-class service and care.

► WHO IS ELIGIBLE FOR THE REDUCED PRICING ON MEDCAN'S COMPREHENSIVE HEALTH ASSESSMENT?

With The Path to Wellness, our clients (18 years of age or older) are eligible for the Assante preferred rate on the Comprehensive Health Assessment.

► HOW MUCH DOES IT COST?

The Comprehensive Health Assessment fee is \$2,795. Through our partnership with Medcan, Assante clients are offered a special rate of \$2,045 in 2016.

► HOW DO I BOOK AN APPOINTMENT?

If you are interested in The Path to Wellness, please contact your Assante advisor.

Your advisor will initiate the process with Medcan for booking your Comprehensive Health Assessment. A Medcan associate will then work with you to schedule an appointment at the Medcan Clinic in Toronto, or one of its affiliate clinics in Vancouver, Calgary, Edmonton, Ottawa, Montreal and Dartmouth.

► HOW LONG DOES IT TAKE TO GET AN APPOINTMENT?

Appointments are typically scheduled within two weeks of calling Medcan. If the appointment is urgent, Medcan will do its best to accommodate those requests.

► WILL I BE CHARGED A FEE FOR CANCELLING MY APPOINTMENT?

A \$295 fee will be charged for cancellations made less than three business days before the scheduled appointment. A fee of \$500 will be charged for cancellations made the night before, or for not attending the scheduled appointment.

► IS THERE ANYTHING I NEED TO DO IN ADVANCE?

You will receive a Preparation Package that you will need to complete in advance of your appointment. This document is approximately 12 pages long and is a detailed questionnaire regarding your past medical history, family medical history, as well as your physical fitness level and your typical daily nutritional intake.

► HOW SHOULD I PREPARE FOR MY VISIT?

You should fast for 12 hours before your visit. This means no food or liquids (other than small sips of water) for the 12 hours prior to the appointment and no alcohol for 24 hours prior to your visit. You should also not smoke for three hours before your visit and refrain from working out 12 hours prior to your appointment. Please also bring comfortable athletic clothing and athletic shoes.

► WHEN DO I GET MY REPORT?

You will receive many of your results while you are still on site at the clinic. The paper/e-mail report will be sent to you approximately 48 hours after your visit. Any extra report data that was not ready within 48 hours will be sent to you approximately seven days after your visit.

► DOES MEDCAN SUPPLY FOOD AND BEVERAGES WHILE ON SITE?

Yes. Once you have completed your blood work and your ultrasound, you are invited to enjoy the breakfast or lunch selections provided.

► IN ADDITION TO THE COMPREHENSIVE HEALTH ASSESSMENT, WHAT OTHER SERVICES ARE AVAILABLE THROUGH MEDCAN?

The following add-ons are available through Medcan:

- enhanced cardiovascular screen
- basic and advanced eye exam
- personal training
- back pain therapy
- endoscopy clinic
- prostate clinic
- genetic risk assessment
- travel clinic
- nutritional consulting
- dermatology
- nurse consulting and complex case management
- health insurance

Contact Medcan for more information about these additional services.

► ARE EMPLOYEE HEALTH CARE SPENDING ACCOUNTS APPLICABLE TO THE SERVICES OFFERED AT MEDCAN?

Depending on the set-up of the plan, funds available in employee health care spending accounts are typically allowed for covering costs of Medcan services. Please check with your employer or insurer for the details of your plan.

► CAN FEES CHARGED FOR THE MEDCAN COMPREHENSIVE HEALTH ASSESSMENT OR OTHER SERVICES BE CLAIMED FOR INCOME TAX PURPOSES?

Some or all of the fees may qualify for a non-refundable medical expense tax credit. Components of the Comprehensive Health Assessment and other services provided by Medcan that are delivered by a medical practitioner or nurse will generally qualify for the credit. Other components, such as nutritional and fitness assessments, and massage therapy may qualify for the credit if the provider of those services is considered a medical practitioner for income tax purposes. This would only be the case if the service provider is authorized to practice under specific provincial legislation in the jurisdiction where the services are rendered.

Please seek further advice from your accountant for more information as to how the fees associated with the assessment and/or other Medcan services may be claimed for income tax purposes.

► DOES THE PROVINCIAL HEALTH CARE SYSTEM COVER THE COST OF THE COMPREHENSIVE HEALTH ASSESSMENT?

The testing that is provided with the Comprehensive Health Assessment is preventive and for screening purposes, and is not covered through the provincial health care system.

► WHAT IF I AM FROM OUT OF TOWN AND I NEED TO STAY OVERNIGHT?

If you are coming from outside one of the cities where the Medcan and affiliate clinics are located and require an overnight stay, please mention this to the Medcan associate assisting you with your booking. Medcan has preferred pricing with a number of hotels and may be able to assist you.

► HOW CAN MEDCAN HELP WITH YOUR HEALTH CARE NEEDS YEAR-ROUND?

Medcan is able to provide you with a year-round Membership to the Medcan Clinic in Toronto.

This service includes the Comprehensive Health Assessment and also includes the following additional features:

- specialist referrals
- 24 hours a day, seven days a week telephone medical assistance
- prescription renewals
- case management
- priority care at The Johns Hopkins Hospital
- global medical travel support
- member pricing
- educational events.

Please contact Medcan for further information about the Membership program.

► FOR MORE INFORMATION

Please contact your Assante advisor or visit www.assante.com.



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