

# Complimentary assistance services



WE'RE HERE FOR YOU, WHENEVER YOU NEED US

Desjardins Insurance is committed to your physical and emotional well-being. That's why we offer you complimentary assistance services based on your insurance coverage.

## Assistance services included with your policy

Your insurance coverage gives you access to services that cater to your specific situation. You and your family can use them when times are good, or when times are bad. As a client, you have access to:



**Phone assistance service**



**Second medical opinion**



**Autonomy assistance**



**Psychological assistance**

Access these 4 services with 1 phone number:

**1-877-506-8392**



## 24/7 Phone assistance service

Desjardins Insurance Phone assistance service allows you to **call anytime to get answers from a nurse** about any health-related questions like nutrition, immunizations, childcare, prescription drugs or the use of natural products.

Just call to:

- Get explanations about a medical condition, an illness, or the side effects of a medication
- Get information on how to cope with a disability or critical illness, like cancer, and understand your treatment options



### Second medical opinion

In the event of an illness, you can benefit from a second expert opinion on your diagnosis through an analysis of your medical records and history by renowned medical experts. You also get access to eminent specialists in the required field of expertise.

With the second medical opinion, you will get:

- Confidential consultation service that collects medical files on behalf of the insured. It's easy to use and free of charge.
- Opinions from world-renowned medical specialists, confirming the diagnosis and determining the best treatment plan.
- Unlimited access for the adult insured<sup>1</sup>, their immediate family (spouse or common-law partners and dependent children<sup>2</sup>) and their extended family (parents, parents-in-law, siblings and sibling-in-law) at all times.



### Autonomy assistance

In the event of temporary or permanent loss of autonomy, this service offers you free assistance from a nurse who will coordinate a wide range of non-medical home services to make life easier for you or your caregivers.

Autonomy assistance is offered in two parts.

#### Domestic assistance<sup>3</sup>

Service offered to the insured and their caregivers.

Ex: Light housekeeping, meal preparation, laundry, pet care, grocery shopping and other errands, supervision of a person living alone.

#### Assistance with daily living<sup>3</sup>

Service offered to the insured with loss of autonomy.

Ex: Hygiene and comfort care, assistance with morning and evening routines and mobility at home, supervision of people who need it, transportation for medical appointments and companion services for various outings.



### Psychological assistance

Psychological assistance puts you in touch with a psychologist, either in person or by phone, when you need help with a variety of life issues;

- **Emotional issues:** Stress, grief, decision making, etc.
- **Marital issues:** Relationship dynamics, sex life, separation, etc.
- **Family issues:** Parenting, caring for aging relatives, etc.
- **Job-related issues:** Career path, job satisfaction, burnout, etc.
- **Physical issues:** Chronic illness, depression, anxiety, fatigue, sleep disorders, etc.
- **Addictions:** Drugs, alcohol, gambling, etc.

*Up to 3 free consultations per year, 1 hour per meeting.*

<sup>1</sup> Child insured: Access to the service is unlimited for the insured, their immediate family (father, mother and siblings) and their grandparent if they are the policyowner of the child's policy.

<sup>2</sup> A child is considered dependent up to age 21 or up to age 25 if enrolled in school full-time.

<sup>3</sup> Referral service only. The insured will be responsible for any costs incurred.

Assistance services are not a contractual obligation of Desjardins Insurance and may be withdrawn at any time without notice.

**Your health is a priority. We help you protect it.**

[desjardins.com/healthsupport](https://desjardins.com/healthsupport) | [desjardinslifeinsurance.com/healthsupport](https://desjardinslifeinsurance.com/healthsupport)

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