



Do you feel like you need more time to talk with someone who can help you better understand your health issues? Perhaps you need help in asking the right questions or understanding your treatment options. The Carepath programs, available to all active and retired NSTU members, can provide this essential support to you and your family.

A leader in virtual care, Carepath is an innovative healthcare navigation service that provides comprehensive and personalized support to members and their families in the event of illness or other health crises. Carepath has helped guide Canadians through the complexities of the healthcare system for over 15 years.

The Carepath programs are 100% funded by the NSTU Group Insurance Trustees and there are no costs to members for utilizing their services. Outlined below is a brief overview of the services and support offered by Carepath.



Carepath – Chronic Disease Program

The Chronic Disease Program is a healthcare navigation service that provides comprehensive and personalized support in the event of illness or other health crises. The Chronic Disease Program is led by Nurse Case Managers who act as partners and advocates for you and your family. Nurse Case Managers will help you understand your condition, test results, treatments and will follow the most up-to-date guidelines for all chronic conditions to ensure the best possible outcomes.

The Chronic Disease Program can be accessed directly by contacting Carepath at 1-844-453-6788 or by email at info@carepath.ca.



Carepath – Elder Care Program

The Elder Care Program will connect you with a Nurse Case Manager who will work with you and your family one-on-one to help you understand and navigate the health care system so you can make informed decisions and appropriate arrangements for care. Carepath will have an initial consultation assessment with you and/or your aging loved one and develop a personalized care plan based on your individual preferences and common senior health care needs.

The Elder Care Program can be accessed directly by contacting Carepath at 1-844-453-6788 or by email at info@carepath.ca.



Carepath – Mental Health Program

The Mental Health Program was designed to promote prevention and early intervention for mental health issues, including acute mental illness and chronic mental health conditions. The program provides timely access to confidential support for those who need it, as well as return-to-work planning for members on sick leave or long-term disability.

The Mental Health Program can be accessed directly by contacting Carepath at 1-844-453-6788 or 1-888-393-8267 or by email at info@carepath.ca.

Mental Health Program

Top 5 benefits of the Carepath Mental Health Program:

1. No waitlists. You can reach out for support at any time, without the need for a referral, and will be contacted to arrange your first appointment within 24-48 hours.
2. Goal-directed therapy. That means you will have access to therapy for as long as you need it – not just for a set number of appointments.
3. Collaboration with a broader healthcare team. With your consent, the Mental Health program can connect with outside providers, for example, family doctor & specialists, to ensure no gaps nor overlaps in the care being provided.
4. Family focus. The program is available to assist you as well as those in your immediate family who may be affected by the same or different issues.
5. 24/7 access to tools. From online educational materials geared towards self-management, to mobile therapy apps and modules that measure progress, the program provides mental health support both during and between therapy sessions.

What to expect when contacting the Carepath Mental Health Program for support.



Chronic Disease Program

Employee B is a 47-year-old male with concerns about new onset of back and neck pain. He has recently been diagnosed with possible myelomalacia (softening of spine) and contacts Carepath for support.

The Carepath Chronic Disease Program provides the following ongoing support:

- Schedules multiple calls with Employee B and spouse;
- Provides health education about diagnosis;
- Treatment plan reviewed and compared with best practice guidelines;
- Explanation of results and interpretation of several MRI's;
- Other potential causes of pain discussed; mental health referral facilitated;
- Navigation provided through local health resources to obtain diagnostics and other care needs;
- Develops list of symptoms to be on alert for to trigger emergency room visit;
- Developed questions for Employee B to address during upcoming medical appointments;
- Pain management interventions explored (physiotherapy, massage therapy, ergonomic assessment);
- Facilitator on how to access local community services; and
- Provided ongoing telephonic support

Elder Care Program

Employee B is a 70-year-old female with early onset dementia. She lives in Halifax and has a daughter in Toronto.

Employee B's daughter would like to move her mother to Toronto to be closer to her for support and contacts Carepath. Through their Nurse Case Manager Services, the Carepath Elder Care Program provides the following ongoing support:

- Arranges for geriatric assessment in Halifax;
- Conference call with daughter and Employee B to discuss interim care in Halifax;
- Assists in securing Personal Support Worker services;
- Facilitates Ontario Health Insurance Plan (OHIP) application for move to Ontario;
- Identifies need for interim insurance, connects daughter with insurer;
- Arranges medical transport from Halifax to Toronto;
- Investigates retiree benefit insurance;
- Identifies Assisted Living home options and arranged viewing appointments;
- Provided checklist to compare and assess Assisted Living homes;
- Assists with application for Long Term Care;
- Identified geriatric day programs in area; and
- Provided ongoing emotional support and advocacy

For more information on the other benefits and programs available under the NSTU Group Insurance Program, please visit the NSTU Group Insurance Trust website at www.nstuinsurance.ca