

A unique program of services and benefits developed exclusively for Blue Cross® members.

As part of your membership, the Assistance Program offers you access to a variety of consulting services, assistance in your home and exclusive offers to help you take control of your health.



## Consulting Services

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### Health Information

When it comes to services, our team offers expertise and informed advice to guide and reassure you with:

- Unlimited telephone health advice
- References for accessing a variety of family health resources
- Help making an appointment with a specialist or for a medical exam
- Support in planning home care

These services are offered Monday to Friday, 8:30 a.m. – 5:00 p.m.

### Legal Information

Unlimited free telephone consultations with a lawyer regarding:

- Labour law
- Civil, family and marital law
- Corporate and commercial law
- Mediation and litigation
- Tenant rights

If need be, ½ hour free in office consultation with a lawyer.

Service available Monday to Friday, 9:00 a.m. – 5:00 p.m.

## Support and Services

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Just what the doctor ordered after hospitalization of 2 days or more or following childbirth.

### Hospitalization

To help you get back on your feet, you can take advantage of:

- A housekeeper to take care of light housework for a 30-day period (maximum 15 hours)
- Medication home delivery service (up to 30 days after their return home)
- Health monitoring system (bracelet with an emergency device) for a 3-month period after you return home
- Transportation of a parent or friend to visit you (up to \$250 per hospitalization)
- Tutoring for your child if he or she misses more than two weeks of school (elementary and high school – maximum 90 hours)

**Birth**

The birth of a child is one of the best times of your family's life...and the most exhausting. After giving birth, you can benefit from the support of a registered nurse and other services (maximum of 8 hours per day, during 3 days):

- Nursing care depending on your condition
- Help in regaining strength
- Professional advice to guide you in the new role as parent
- Homecare assistance

No limit regarding number of hospitalizations

**Information and Prevention**

To ensure our members are well informed about health issues and medical conditions, we offer access to various educational tools, including:

- Useful resources in your area to help you take your health into your own hands.