



Carepath's Chronic Disease Program (formerly HealthCareAssist)

A leader in virtual care, Carepath is an innovative healthcare navigation service that provides comprehensive and personalized care to members and their families.

Living with a chronic disease often involves managing the symptoms through interventions like education, lifestyle modifications, and physical activity interventions that help reduce symptoms and give you the confidence you need to manage your condition and improve your quality of life.

Our program is led by Nurse Case Managers who act as partners and advocates for you and your family. Our Nurse Case Managers will help you understand your condition, test results, and treatments and will follow the most up-to-date guidelines for all chronic conditions to ensure the best possible outcomes.

Once connected with a Nurse Case Manager who is a specialist in your disease or condition, you will have a single point of contact to ensure continuity of care.

Carepath helps you and your family by:

- Conducting a comprehensive health assessment, including a review of medical records
- Reviewing your treatment plans to ensure they are consistent with medical best practices
- Developing a plan of care based on nursing best practices
- Explaining your diagnosis, test results, and treatment plan
- Facilitating access to tests, treatments, and clinical trials
- Preparing you for medical appointments (i.e., developing questions)
- Assist you in understanding information provided by physicians and other health care providers
- Providing education on how to manage your symptoms to minimize treatment side effects
- Providing information and access to local community resources (i.e., physiotherapy, occupational therapy, speech-language pathology, dietitian services, pain programs, mental health support) and volunteer organizations that can provide additional support
- Obtaining a virtual medical second opinion, when needed
- Ongoing virtual nursing support, health education, and coaching throughout navigation to ensure you have the information needed to make informed health care decisions
- Updating your primary care physician (with consent)
- Providing a copy of a New Life Care Plan and/or Return to Work Plan at the end of the Carepath service, if applicable