

**FREQUENTLY ASKED QUESTIONS
FOLLOWING THE PRESENTATION WEBINAR
OF THE ACCÈS M CORPORATE MEDICINE
SERVICE**

1. Is there only one login email per family, or does each family member have their own access to the ACCÈSM platform?

- Only one login email per family. Therefore, the employee has his account and family members can use it thanks to the email and password established by the "owner" of the account. The spouse or dependent children must therefore use the employee's login information to book a telemedicine appointment.

2. Is there an app available (Apple or Android)?

- No. For reasons of confidentiality and security of your personal data, we do not use an application. However, the platform is accessible and functional on any electronic device connected to the internet (computer, tablet, cell phone, etc.).

3. Does the ACCÈS M telemedicine service provide a link with my family doctor?

- No, unless your family doctor works for us. However, if you need the clinical notes of a consultation transferred to your family doctor, it is possible.

4. What is the waiting time for a consultation on the ACCÈS M telemedicine platform?

- There are not any. Our professionals are available 7 days a week, from 8:00 a.m. to 8:00 p.m. So you just have to select the time slot that suits you best.

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5. Are the consultations of a limited duration?

- We take the time necessary for your request. Should additional time be required, we will invite you to schedule another appointment at a convenient time for you.

6. Are there any exclusions for the reasons for telemedicine consultations?

- Yes. Everything that will require a physical examination by the professional cannot be settled by telemedicine. However, the initial questionnaire can be undertaken, in addition to directing you to the resource best suited to your condition. It is therefore advantageous to go through telemedicine before going to wait hours in the emergency room. Moreover, the telemedicine service is also there to obtain help or simply nursing and medical advice regarding a health situation that concerns you.

7. Do you refer to specialist health professionals if our condition requires it?

- Absolutely!

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8. If the health professional decides that we need to see a specialist (eg allergist, dermatologist, etc.), how does it work?

- They will issue you a referral following a full assessment, and you will have the choice of being waitlisted to the public or paying and seeing a professional in the private sector.

9. Is it possible to use the telemedicine service from abroad?

- Unfortunately no. The regulations on medical practice in Quebec are clear on this point. During a telemedicine consultation, the consultation is deemed to take place at the location of the patient. So if you are outside the province of Quebec, the professional who meets you should have his right to practice in the country or province of Canada where you are located to be authorized to carry out the consultation. The same is true for telephone consultations or follow-ups. The service is therefore accessible in the province of Quebec.

10. Who are the professionals who meet with us?

- Nurse Clinicians, Specialized Nurse Practitioners (IPS) and Physicians.

11. If the nurse needs to refer us to a doctor but we have no family doctor, can you refer us to one?

- Absolutely! Our clinics are mainly located in Quebec, Sherbrooke and Trois-Rivières, but we have a network of private partner clinics throughout the province of Quebec.

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12. Would it be better to see our own family doctor rather than opting for telemedicine?

- You always have the choice to consult your family doctor if necessary. Our service is complementary to the offer of your family doctor.

13. So does my family doctor work for ACCÈS M? Isn't this duplicating files?

- No, unless your family doctor does private medicine for Clinique de santé M. The records are not duplicated. All examinations requested by a Quebec health professional are recorded in the Quebec Health Record (DSQ), unless you have requested to be removed from the DSQ. This allows you to pick up a file where it was left off the last time, in addition to offering increased security, this platform (accessible only to authorized professionals via a single access device) gives access to your vaccination status and your imaging or laboratory results.

14. Can we add a member of our family who is not our spouse or a dependent child? (Ex. Sisters/Brothers, Parents, Grandparents, etc.)

- No. The only people who have access to this service are eligible employees of the company, their spouse and their dependent child(ren).

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15. If I need an in-person consultation, are the consultations done at Clinique de Santé M?

- The professional you will meet in telemedicine will give you the choice. Since in Quebec, everyone has the right to decide in which establishment and by which professional they wish to be treated, in addition to the fact that we are a private clinic, you can choose from one of the following two options:
 - Consult in the public health system;
 - Be seen quickly directly at Clinique de Santé M or one of our partner clinics. Depending on your type of package, this consultation may be at your expense.

16. Will you have access to our past medical data if we are only in the public health system? (Previous medical records)

- We have access to your laboratory results and other medical examinations (eg imaging), your list of medications and your vaccination profile. If you wish to have access to your previous files, it is possible to make a request by having you sign an authorization requesting access to the file. Only you can give us this authorization.

17. Can Accès M professionals give us health check-ups with blood samples?

- Yes.

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18. Do employees who have an exemption for health insurance coverage have access to this service?

- Yes.

19. If the professional we met asks us for examinations, we do them publicly, but we do not have a family doctor. Who will follow up with us?

- It will be a professional from Accès M.

20. Will the affiliated medical clinics to which Accès M professionals refer us only be private clinics?

- You will have the choice between private and public.

21. Will a telephone follow-up following tests be chargeable?

- No. Everything that is telephone does not count on your time bank and is free of charge.

22. Are the health professionals who work for Accès M or Clinique de santé M in Quebec?

- Yes.

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23. How are prescriptions and laboratory requests sent?

- Drug prescriptions are sent directly to the pharmacy of your choice, while laboratory requests can be sent to you on your portal, by email or directly to the place where you will have your samples taken. If the shipment is made through your portal or by email, all you have to do is print it and go to the collection center of your choice. To find one near you, visit www.clicsante.ca.

24. Can the results of tests that have been prescribed by an ACCÈS M professional be sent to my family doctor?

- Yes it is possible but your family doctor will have direct access to it via the DSQ.

25. Will the PowerPoint presentation be available?

- We invite you to refer to the checklist that will be sent to you by your employer because it contains more information than the PowerPoint presentation of the Webinar.

26. Will the recording of the presentation be available for later consultation?

- We will send a link to one of the Webinar recordings. This link will be made accessible to you by your superiors.

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27. If we want to see a doctor face-to-face in one of your clinics (Clinique de santé M), is the delay generally long?

- The time frame varies, but we can usually give you an appointment within 24 to 48 hours.

28. Is the website accessible in French?

- Yes, the ACCÈS M platform is available in French and English.

This FAQ document was developed based on questions received by our customers over the past few years.

To join us

-  1-833-841-2555 #4 (8 a.m. to 8 p.m.)
-  accesm@cliniquem.com (8 a.m. to 8 p.m.)
-  urgences@cliniquem.com (8 p.m. to 8 a.m.)