

# Mental Health Navigator

## Frequently Asked Questions

### **What is the Mental Health Navigator program?**

Expert guidance when you need it: The Mental Health Navigator program offers guidance and navigation to members with a mental health condition seeking an expert opinion on an existing diagnosis and treatment.

Mental Health Navigator provides a discreet and confidential way to seek mental health support from the comfort of your home. You are supported every step of the way by your personal navigator and expert mental health professionals including Canadian psychiatrists and psychologists, and we provide an assessment of your diagnosis and recommend an appropriate treatment plan.

### **How do I know if Mental Health Navigator is right for me?**

The Mental Health Navigator is designed to help members on their path back to wellness. Common reasons to use Mental Health Navigator include:

- You may be struggling with anxiety, stress, depression, problems sleeping, or other mental health challenges
- You are unsure about your current diagnosis provided by your treating doctor
- You are following your treatment plan, taking your medication as recommended, but are not seeing any improvements
- You need help understanding your mental health condition
- You need help identifying a mental health provider in your community
- You have a question about your condition but don't know where to turn

### **How does the program work?**

The Mental Health Navigator program is comprised of four steps:

1. To begin, you can call or initiate this service on the app or online. You will be prompted to answer a series of simple questions to help us understand your needs and goals. A Mental Health Navigator will contact you by phone or email to guide you through the process, at your chosen time of convenience.
2. The clinical team will conduct an intake and gather your medical records (with signed consent). A clinical summary, following all the relevant records, will be provided to our expert.
3. A mental health expert clinician reviews your case and provides recommendations in a comprehensive report and action plan for you to follow.
4. The Mental Health Navigator connects you to the best resources based on your customized action plan to continue your journey.

### **Who is the Mental Health Navigator and how does this person help me?**

The Mental Health Navigator supports you throughout the entire process, and helps you meet the needs of your action plan. After you have gone through our program and received your comprehensive report with our findings, the navigator will work with you to find providers with backgrounds such as occupational therapy or clinical social work or resources in your community, as well as connect you to benefits provided by your employer.

### **How will Teladoc work with my treating clinicians?**

Teladoc shares its expert's findings with you first—and only with you. We suggest sharing the report or setting up a call with your treating clinician if there is a significant change in diagnosis. The goal is to provide useful information so that you and your provider can make well-informed decisions together regarding treatment.

### **Does Teladoc share information about my case?**

Teladoc is 100% confidential. We do not tell your employer about your call or its contents. The Mental Health Navigator report is shared with your treating physician(s) only with your consent and we will not share your information with your employer.

### **Who are the providers that advise the Mental Health Navigator program?**

Teladoc leverages our expert physicians and key clinical partners to build an exceptional and exclusive network of providers. Our program was designed with psychiatrists, psychologists, and representatives to provide a collaborative care model to lead you down the path to improved mental health.

### **How do I access this program?**

Access by phone, web, or app.

#### **Phone:**

Please call 1-877-419-2378 to start the confidential process.

#### **Web:**

Sign in or create a Teladoc account at [Teladoc.ca](https://Teladoc.ca).

#### **App:**

Sign in or create a Teladoc account within the Teladoc app.

**Contact Teladoc Health today.**

1-877-419-2378 | [Teladoc.ca](https://Teladoc.ca) | Download the Teladoc app