

Teladoc Medical Experts Mental Health Navigator FAQ



Answers to frequently asked questions from our members

What is the Mental Health Navigator service?

Mental Health Navigator is a virtual service that provides help to plan members who are struggling with a mental health issue. It's a confidential, compassionate resource to guide you to appropriate care—whether you are experiencing stress, anxiety, depression, or another mental health issue.

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

Here are some of the reasons to reach out for help:

- You are struggling with anxiety, stress, depression, problems sleeping, or other mental health challenges;
- You have a diagnosis but need help to understand your condition, or have questions;
- You feel that you are not getting better and would like an expert second opinion of your current diagnosis and treatment plan;
- You need help identifying a mental health provider in your community.

The Mental Health Navigator is available to all plan members/dependants who have extended health benefits with Empire Life. You must be 18 years of age or older to use the service. If you have underage dependants who are covered by your health benefits, you can use Mental Health Navigator on their behalf.

How does Mental Health Navigator work?

1. When you call, you will be asked a series of simple questions to help us understand your concerns. You will then speak with a Navigator (a registered nurse or social worker) who will guide you onwards.
2. The clinical team will gather your medical records, if necessary, and only with your consent.
3. A psychologist and/or psychiatrist will review your situation and speak with you via a video call. It's all about establishing the right diagnosis, treatment plan, and medication (if needed). Findings and recommendations are captured in a report and action plan.
4. Your Navigator will review the report with you and connect you with the best resources for your condition. Your Navigator will also help you explore how your employee benefits can help you advance your mental health goals.
5. Your Navigator will support you throughout your journey.

How will this service work with my treating clinicians?

If appropriate, we may suggest that you share the report with your treating clinician. This is your decision. The goal is to provide useful information so that you and your healthcare provider can make well-informed decisions regarding treatment.

Do Teladoc Medical Experts share information about my case?

Teladoc Medical Experts is 100% confidential. We do not tell your employer about your call or its contents. We would only share the Mental Health Navigator report with your treating physician(s) if you ask us to. We will not share your information with your employer.

Who are the providers that advise the Mental Health Navigator service?

Teladoc Medical Experts draws on physicians (including psychiatrists, psychologists) and key clinical partners like provincial psychological associations to build an exceptional network of expert providers.

Is there a charge to use Mental Health Navigator?

This service is offered at no charge to those who have extended health benefits with Empire Life.

How do I contact Mental Health Navigator?

Please call Teladoc Medical Experts at 1 877 419-2378 or visit [Teladoc.ca](https://www.teladoc.ca)



Getting started is easy. Contact Teladoc Medical Experts at 1 877 419-2378 or visit [Teladoc.ca](https://www.teladoc.ca)

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