QuikCare

CONFIDENTIAL MENTAL HEALTH

QuikCare exercises utmost diligence to safeguard the confidential information of members and protects it against disclosure, misuse, loss and/or theft.

The Mental Health Challenge

One of the biggest issues today facing members and their eligible dependents is mental health.

Currently, **one in four Canadians** leave work due to anxiety, stress or depression. Mental illness is one of the top three drivers for **80 percent** of short and long-term disability claims.

25% of Canadians leave work due to anxiety, stress or depression.

The Canadian Mental Health Commission estimates mental health costs the economy $50 billion annually.

More than 500,000 Canadians are off sick due to mental stress/illness every week.

The Path to Mental Wellness

Teamsters and Toronto Ready-Mix has designed an extensive best practice approach to wellness that can arise from a number of mental health conditions.

The QuikCare Confidential Mental Wellness program has been designed to improve functioning well-being. Members and their eligible dependents struggling with mental health can benefit from assistance that enables them to deal with life's challenges. This is achieved by utilizing a specialized psychological method with a strong focus on getting better and living a healthier life.

How the Program Works

By ensuring rapid access to Cognitive Behavioral Therapy (CBT), members and their eligible dependents get effective psychological treatment that will improve and sustain their overall mental health. The program provides CBT with a psychologist for a range of psychological conditions including **Anxiety, Addiction, Depression, Stress and Substance Abuse.**

CBT is delivered virtually in the form of digital therapy sessions in the comfort and privacy of the members' own home for up to 12 weeks. Members feel supported, get the care they need digitally, and become mentally stronger. This confidential evidence-based treatment **alleviates the social stigma** associated with mental health care. Should more intensive therapy or psychiatric intervention be needed, escalation can be facilitated.

Case Study Dave suffers from anxiety and depression and cannot return to work.

Current Healthcare System

- The family physician provides Dave a doctor's note to be off work and prescribes medication.
- Dave's physician sends a referral for a psychiatrist, scheduled 6 months after his visit to the physician.
- Dave stays home, takes medication for weeks becoming more and more unsettled by the long wait.
- Following months of waiting, Dave starts to regress and feels increasingly undervalued.

Outcome: Dave is unable to work, he's feeling forgotten and unappreciated.

With QuikCare Mental Wellness

- Dave calls the QuikCare Mental Wellness helpline and QuikCare immediately conducts a telephone interview.
- QuikCare quickly schedules a psychological assessment to establish the proper diagnosis.
- QuikCare swiftly arranges Cognitive Behavioral Therapy (CBT) within a week, for treatment and care.
- QuikCare regularly follows up with Dave to check in on his treatment progress and care path.

Outcome: Dave is happy back at work, feeling valued and appreciated.

What is Cognitive Behavioral Therapy?

Cognitive Behavioral Therapy (CBT) is a short-term therapy with long term benefits that is structured and focused on providing individuals with skills to help manage their emotions, thoughts and behaviours. CBT can help individuals to change how they think ("cognitive") and what they do ("behaviour)". CBT focuses on the "here and now" problems instead of focusing on the "root causes" of distress or symptoms, which may have originated in the distant past. CBT uses a skills-oriented approach to problem solving that will help members find ways to improve their state of mind and help them to develop techniques so they can avoid problems in the future.

How does Cognitive Behavioral Therapy Help?

Results show that Cognitive Behavioral Therapy based treatment consistently increased the member's well-being. Cognitive Behavioral Therapy is effective alone or in combination with medication for the treatment of mood, anxiety and several other psychological disorders. Cognitive Behavioral Therapy enhances the member's resilience which equips them to adapt and cope with negative situations and adversity such as workplace and financial worries, relationship issues or health problems.

Case Management

The program's success is built on fusing a supportive case management approach to the member with the very best in psychological treatment. Strong effective communication with the individual is crucial and effective.

It is vital that Case Management teams are supportive of the member's unique situations. When the member knows that they are being provided with effective support in a caring manner, it significantly improves the success of a timely and sustainable return to well-being and productivity.

The unique skills required for psychological case management also require a clear understanding of case management strategies and resources. Specific skills are required in communication, assessment planning, implementation and follow-up. Our exceptional Case Management team is there to assist the member and eligible dependents every step of the way. From the moment of first contact, our case managers ensure the prompt referral to a psychologist for treatment and the care essentials to the members and eligible dependents' recovery and psychological rehabilitation.

The goal of our case managers is to increase the member's and eligible dependents well-being and return them back to a healthy state of mind as soon as possible. Once treatment is complete, they will follow-up with the individual to determine if there is anything else that they require, whether treatment should be extended and/or their care path altered.

QuikCare Confidential Mental Health Steps

Once you receive a physician's referral for psychological intervention, you call the confidential QuikCare Helpline 1-844-900-8357. This number is not an emergency crisis line. On this call, key contact details and eligibility information will be collected.

- Within 1 business day of the initial call, QuikCare will contact you to discuss needs, outcome goals, next steps and obtain required documentation (referral letter and medical release).
- QuikCare Mental Wellness Cognitive Behavioral Therapy is arranged and details shared with you.
- Follow-up within 3 business days of treatment approval to ensure you were able to initiate Cognitive Behavioral Therapy or if any assistance is required.
- Ongoing monitoring for any potential "red flags" for escalation and care path adjustments.
- Outcome measuring at the end of the 12 weeks treatment to compare initial goal and treatment outcome.

Dedicated Phone Line
1-844-900-8357

Confidentiality Statement:

QuikCare exercises utmost diligence to safeguard the confidential information of companies and members and protects it against disclosure, misuse, loss and/or theft. We acknowledge that exchange and access to confidential information is a requirement to provide services. This information is secured in our paperless filing system and password protected at all times. QuikCare can confirm that without the prior written consent of the member, confidential information, except to the extent that such use or disclosure is required in connection with the performance of services or as required under the agreement, will not be disclosed or made available to any unauthorized parties.

QuikCare
CONFIDENTIAL MENTAL HEALTH