

## Questions and Answers

### Who is CAREpath?

CAREpath is a Canadian-owned and operated health care company that specializes in cancer-related service programs for Canadians and their families. CAREpath is now available to you, your spouse and dependent children at no cost to you.

### I already have a good doctor.

#### How does CAREpath fit in?

CAREpath's goal is to enhance the care you are currently getting, not challenge it. We do not replace the doctor/patient relationship you have with your family doctor or treating oncologists. We help prepare you for your oncology visits, which ensure you fully understand the purpose of your appointments, making it easier to discuss treatment issues and communicate with your specialists.

### How can my doctor benefit from CAREpath's Services?

CAREpath will work closely with our doctors to ensure everyone fully understands any recommendations regarding your care. Your doctors will have an opportunity to consult with leading cancer specialists regarding your care. Doctors are generally appreciative of the assistance we provide. In an independent survey conducted by an insurance company, our clients were asked the question: "...did their treating doctors have a positive outlook on the service provided by CAREpath?" The answer was uniformly yes and the average rating was 4.0 out of 5.

### Do I have to pay for CAREpath services?

There are no costs to you. The CAREpath Navigation System is a service provided by the NSTU Group Insurance Trustees.

### Is the CAREpath Navigation System "two-tier" medicine?

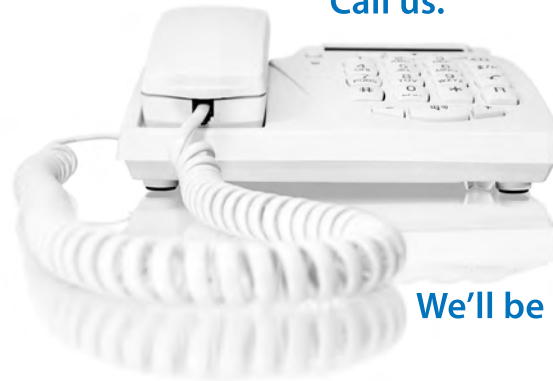
No. CAREpath services are offered to you as a service, not unlike the NSTU Total Care Medical Plan, which may also include provisions for you to seek care from health care providers outside the provincial systems, such as a psychologist, or physiotherapist. Similarly, CAREpath provides services which offer access to a personal Oncology Nurse, backed by oncologists, to help support you through your cancer journey.

### What about confidentiality? I do not want my insurance company or workplace to know about my health.

CAREpath services are completely confidential. No personal information is shared with your employer, coworkers or anyone without your permission.



Call us.



We'll be there.

### How do I find out more?

You can call the CAREpath Benefit Line at (1-866-883-5956). They will take your information and arrange for a callback from your personal CAREpath Oncology Nurse. Your Nurse will be able to answer all of your questions and tell you how CAREpath can help you.

Contact CAREpath now. We can help you.

**CAREpath Benefit Line**

**1-866-883-5956**

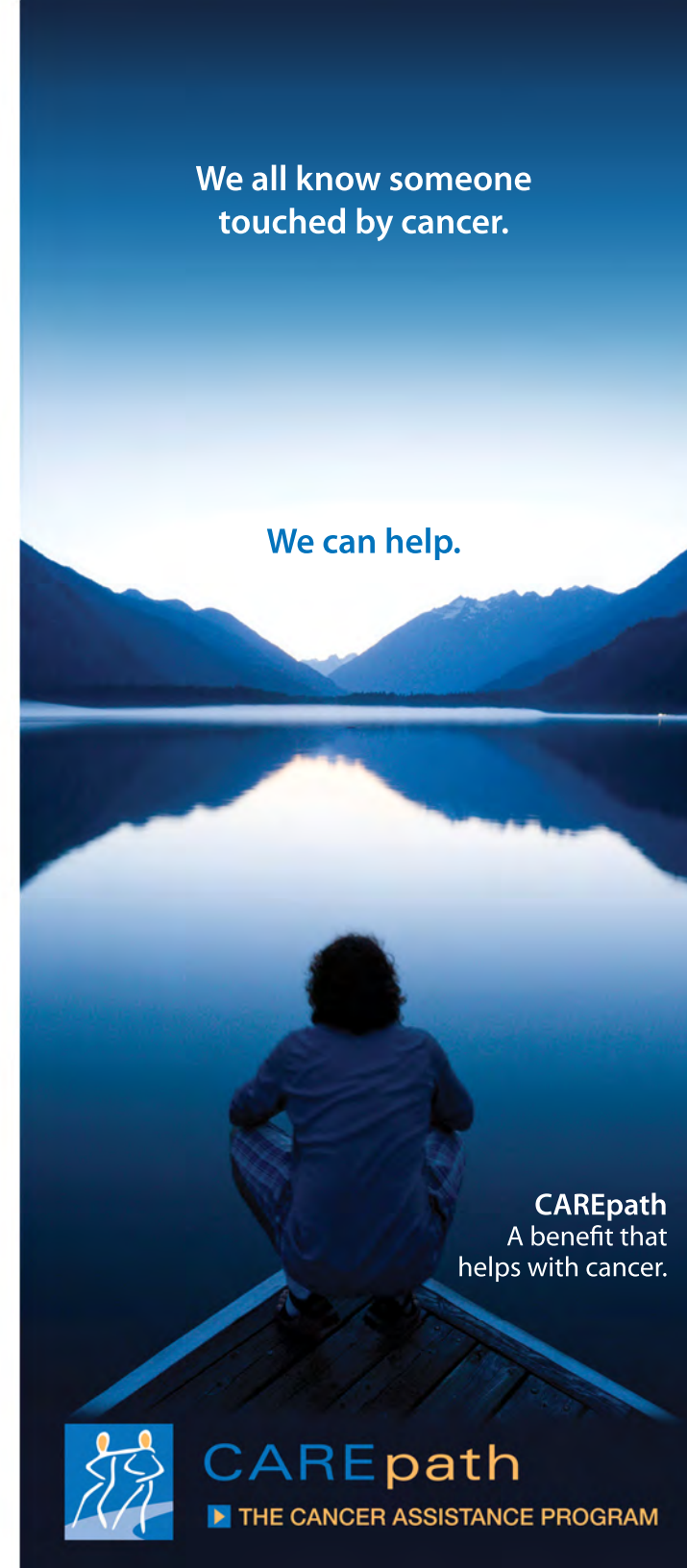
online | [www.carepath.ca](http://www.carepath.ca)

e-mail | [info@carepath.ca](mailto:info@carepath.ca)



**CAREpath**

▶ THE CANCER ASSISTANCE PROGRAM



We all know someone  
touched by cancer.

We can help.

**CAREpath**  
A benefit that  
helps with cancer.



**CAREpath**

▶ THE CANCER ASSISTANCE PROGRAM

## CAREpath can help with a cancer diagnosis

### Welcome to CAREpath

We understand that a cancer diagnosis can mean uncertainty, questions, anxiety and fear. At CAREpath, your personal oncology nurse, with the support of leading oncologists, is there to guide you through every step of your cancer experience, from diagnosis, through treatment and into survivorship.

### Answers. Guidance. Support.

The CAREpath Navigation System is a service provided by the NSTU Group Insurance Trustees. If you, your spouse or dependent children suspect having cancer, are diagnosed with cancer, or are living with cancer, CAREpath is ready and able to provide you with support. Simply call us and we'll be there, every step of the way.

CAREpath's Benefit Line:

**1-866-883-5956**



CAREpath's goal is to support, not replace, health services provided by your doctors. It is important to note that this service is for both active and retired members of the NSTU. Simply call the number above for information on this service and how it can help you.

Visit the CAREpath website at [www.carepath.ca](http://www.carepath.ca).

## CAREpath Navigation System

Have you, your spouse or dependent child recently been diagnosed with cancer? Does your doctor suspect you may have cancer? Call CAREpath now.

The CAREpath Navigation System provides your own personal CAREpath cancer nurse, backed by an oncologist specializing in your specific cancer, who is there to support you and your immediate family through scheduled telephone discussions, every step of your cancer journey. Your CAREpath team follows the most up-to-date guidelines for cancer treatment and care, to ensure that you receive the very best treatment.

What can I expect from the CAREpath Navigation System?

Your personal CAREpath Oncology Team will be your own cancer experts at your side from the first time you call, through your treatment and into survivorship.

CAREpath and your personal CAREpath Oncology Nurse will provide:

- Emotional support for the cancer patient and their immediate family
- Assessment of cancer treatment plan and options
- Explanations of tests and treatments
- Questions to ask on first and subsequent visits to the oncologist
- Expert advice and support through all treatment phases
- Information on how to access other support services, if necessary
- Guidance to alternate treatment locations, if required or requested
- Specialized advice and support on how to reduce the risk of a recurrence or new cancer
- Advice on issues survivors may face, including delayed effects of treatment



## CAREpath Results

CAREpath dramatically improves the quality of medical care resulting in:

- Reduced toxicity from treatment in 77% of cases
- A change or expedited surgery in 20% of cases
- Improved symptom control medication in 49% of cases

### What CAREpath clients are saying:

"It is really terrific to have someone clarify information...it can be overwhelming and you help me focus on what is important..."

**D.T., CAREpath client**

"I feel better after talking to you...it is so great to have someone at the end of the line to talk to."

**CAREpath client**

"...this has been the hardest time of my life...thank you for sending Julia (my CAREpath nurse) to me...."

**M.S., CAREpath client**

"It makes me feel so good to know that you are so thorough in monitoring my progress."

**CAREpath client**

"When I look back over the past year, I can't imagine it without your support...you made me feel like a person and not just a patient. This was the greatest gift of all."

**S.F., CAREpath client**

Roger, cancer free as of April 2009, talks about how the CAREpath Navigation System turned his life around after being diagnosed with colorectal cancer.



▶ Watch Roger's story at [www.carepath.ca](http://www.carepath.ca)



In September, 2008, cancer survivor and school teacher C.L. spoke on camera about her journey with the CAREpath Navigation System.

▶ Watch Cheryl's story at [www.carepath.ca](http://www.carepath.ca)