

For plan members



The Health is Cool 360° Platform

TAKE CONTROL
OF YOUR HEALTH



Desjardins

Insurance

Life • Health • Retirement

Health is Cool 360°

- Having trouble finding a doctor?
- Want to learn more about a recent diagnosis?
- Wondering how healthy you are – or how to improve your health?
- Need help managing your stress or joint pain?

Find all this and much more on your **Health is Cool 360°**® online platform. It was designed with you in mind, so there's no medical jargon, just clear information in plain language.

Questions about your Insurance coverage?

Refer to your employee booklet or contact your plan administrator.



How to access the platform

Via the secure site for plan members:

- 1.** Go to desjardinslifeinsurance.com/planmember and select **Access our online services**
- 2.** Log in to your account. If you haven't registered yet, select **Register now** and follow the on-screen instructions
- 3.** Click on the **Tools and resources** menu and then on the **Health is Cool 360°** link

Via the Omni app:

- 1.** On the home page, click on **Tools and resources** and then on **Health is Cool 360°**

If you don't have access to the plan member site:

- 1.** Go to healthiscoolprogram.ca
- 2.** Log-in with your email address and password

What's in it for you?

① **Personal health Evaluation tool**

Find out how healthy you are, where you might be at risk and how to improve your health and sense of well-being.

② **Health PACT**

A personal assistance service will help you manage your health condition.

③ **Directory of Doctors and Institutions**

Find a doctor, specialist or healthcare facility in your area – and check on wait times.

④ **Illness and medication reference tool**

Get information about a specific illness or medication – including possible conflicts or side effects from medications.

Health is Cool 360° platform services are provided by Novus® Health.

The Health is Cool 360° platform is a third-party service offered by Novus Health. Desjardins Insurance is therefore unable to guarantee access to the platform in perpetuity, and reserves the right to change the supplier or terminate the service at any time. Your coverage may not include Health PACT.

5 Screening and prevention

Early screening and preventive measures can save your life. Learn what tests are out there and when you should be screened.

6 Community organizations and support groups

Find out what health and wellness support services are available in your area.

7 Guide to Canada's Healthcare system

Not sure where to go for what you need? This guide will help you navigate the healthcare system.

8 Travel Health Centre

Travelling outside the country? Check for recommended vaccinations and where to get them.



Novus Health[®]

Novus Health is Canada's foremost provider of customized health information and navigation solutions. It offers innovative online and telephone assistance services to help Canadians navigate the healthcare system, and a one-stop information source to help them take charge of their health.

Health Evaluation

Find out where you stand

The platform's Health Evaluation questionnaire tells you where your health might be at risk, why you might be at risk and what to do about it.

It gives you a customized action plan to put you on the road to good health. And it's free for you, your spouse and all your adult dependents.

To access it, go to the **Health is Cool 360°** platform. It's a dynamic, interactive and easy way to take control of your health.

Confidential personalized attention

If you can't find what you're looking for online, health information specialists are only a phone call away.

They will spend all the time it takes to answer your questions and set your mind at ease. They'll even do the research for you and prepare an information kit to suit your personal situation.

From where to get flu shots to coping with depression, they'll find your answers and support you every step of the way.

Call **1-877-455-3561** Monday to Friday between 8:00 a.m. and 11:00 p.m. Eastern Time.

Health PACT



Matthew is a caregiver for his sick father, and he's been suffering from fatigue for the past few months.

He decided to complete the **Health PACT** online self-assessment.

1st call: In a confidential discussion with a Health PACT coach, Matthew explained his symptoms, as well as the difficulties he was facing as a caregiver, the burden he was shouldering and its impact on his attendance at work.

The source: With the help of the Health PACT coach, Matthew identified the source of his fatigue and the stressors in his everyday life.

The action plan: Matthew worked with the coach to develop strategies for accessing support services for his father and started thinking about stress and an action plan.

After four telephone coaching sessions, Matthew has:

- Found volunteer transportation services for his father, so he no longer has to worry about missing work
- Obtained a few hours a week of nursing support through the public healthcare system to help his father in his day-to-day activities
- Increased his physical activity
- Improved his mood and reduced his chronic fatigue

About Desjardins Insurance

Desjardins Insurance offers a wide range of flexible life insurance, health insurance and retirement savings products and services. It has been providing innovative services to individuals, groups and businesses for over a century. Desjardins Insurance ensures the financial security of over five million Canadians from offices across the country. It is one of the top life insurance companies in Canada and a member of Desjardins Group, the leading cooperative financial group in Canada.

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