

Mental Health Navigator



Guides the member to the most appropriate care for their needs.

This concierge-styled program is ideal for those struggling with a mental health issue and looking for an expert assessment and/or help navigating ongoing support. At clinical intake, each case is assessed by complexity and urgency, and the appropriate resources are applied.

Expert psychologists and psychiatrists carefully review each diagnosis and treatment plan and deliver a personalised action plan. An assigned Navigator then guides the member through each step with collaborative ongoing support.

Access to experts

Provides solutions for members not benefiting from their current care or who may need an expert assessment of their current treatment plan.

Improved outcomes

Members experience less absenteeism and increased productivity on their path to wellness.

Navigation support

Provides navigational support to members and relief from the complexities of the mental health system.

\$1,500

per employee per year is what mental health costs businesses¹

70%

of mental health patients have a medical comorbidity²

91%

of Canadian employees believe employers have primary responsibility to support their employees' mental health³

How Mental Health Navigator works



Support features

The Mental Health Navigator helps bridge the gap between receipt of the action plan and starting care. The Navigator helps introduce and facilitate services to support the member, and keeps regular contact with them throughout the course of treatment and therapy.

- Coordination with EAP
- Coordination with PCP
- Health plan case manager
- Connect to local counselling
- Community support

“I hadn’t had any direction for the past eight years. [With Mental Health Navigator] I feel like someone has finally listened to me.”

Valerie R, health plan member

¹www.theglobeandmail.com/report-on-business/careers/leadership-lab/why-canadian-companies-cant-ignore-the-cost-of-mental-illness/article29604730/

²The CDC reports that today close to 70% of behavioral health patients also have a medical co-morbidity. <http://www.modernhealthcare.com/article/20170527/MAGAZINE/170529956>

³Sun Life Assurance Company of Canada https://cdn.sunlife.com/static/ca/Learn%20and%20Plan/Market%20insights/Canadian%20Health%20index/Canadian_Health_Index_2016_en.pdf



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About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernising the healthcare experience and making high-quality healthcare a reality for more people and organisations around the world.