

THE MENTAL HEALTH COACH, PROVIDED BY CLOUDMD

# A proactive and personalized approach to mental well-being for your employees





The Mental Health Coach (MHC) offers organizations an innovative and personalized mental health care solution. It's tailored to employees' diverse needs and preferences. This includes finding:



culturally appropriate care



practitioners of a specific gender, cultural or ethnic background or a member of the LGBTQ2+ community and



virtual or in-person practitioners



**It proactively engages employees experiencing mental health challenges to get support before their symptoms worsen or become severe. It helps them get access to**

- the right care through their benefits plan
- employer programs, and
- public healthcare system



## A quick overview

It focuses on:



**removing barriers to accessing care (cost, access, stigma, feelings of embarrassment).**



**connecting employees to the right resources and treatment they need.**

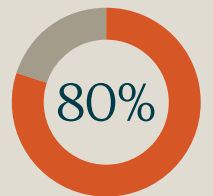


**reducing absences and keeping employees engaged and at work.**

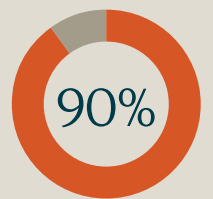
It is 100% operated by registered health-care practitioners (registered practical nurses or social workers).

The MHC provided by CloudMD takes a proactive approach to disability management by empowering employees to take action on their mental health and keep them engaged throughout their journey.

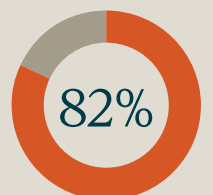
**The MHC is successfully engaging at-risk<sup>2</sup> employees. More than 80% of employees who are using the service are at a high or moderate risk of experiencing mental health problems.**



**More than 90% of employees who have used MHC have experienced at least a 10% improvement in their symptoms and/or are engaging in lifestyle recommendations and/or therapy.<sup>3</sup>**



**82% of employees who used the MHC are satisfied with the service and would recommend it.**





## The MHC helps to improve employee health outcomes!

### Why is supporting the mental health of your employees essential to your organization?

Mental health has a major impact on organizations. It drives up costs due to absenteeism and loss of productivity. With the MHC, we want to help you reduce the cost of absences due to mental health challenges by supporting employees who are the most at-risk of going on disability leave.

Mental disorders are the leading cause of workplace disability accounting for **45% of total claims costs.**<sup>4</sup>

#### The MHC will:



Encourage at-risk employees to access care sooner to avoid mental health issues from worsening or becoming severe. It's a proactive approach to absence and disability management.



Optimize all the resources available in the employee benefit plan and public healthcare system, removing the cost barrier.



Improve your employee's health outcomes. By improving their symptoms, employees will be more engaged, productive, and less likely to need an absence.



Help reshape your benefits plan. You'll be able to provide employees with a more personalized experience that better matches their needs.



## The MHC offers a complete tailored experience to employees based on their unique and diverse needs!

What are the benefits to employees?

### **No cost to them**

The MHC is included in employees' benefit plans.

### **Personalized action plan**

The MHC and the employee work together to set specific goals based on their risks and individual preferences. Employees get a personalized action plan based on their unique needs. This includes finding culturally relevant care, virtual or in-person practitioners. The action plan integrates their benefits, all the resources available through their employer as well as the public healthcare system. Employees have choice for how they wish to pursue their mental health journey.

### **Ongoing support**

Employees get personalized follow-ups with their dedicated MHC, helping them reach their goals and adjust their plan as needed.

### **Confidential & secure**

Employee's assessment results and personal health information are strictly confidential. Only the employee and their MHC have access to this information.



Employees can start their mental health journey in just 3 simple steps

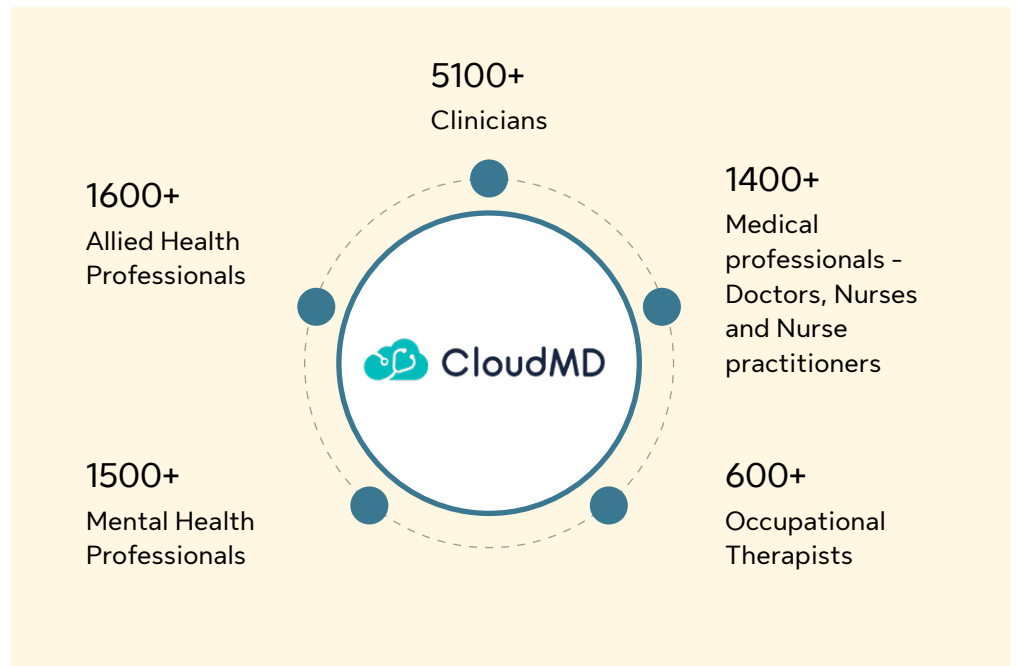
1. Complete an evidence-based mental health assessment.
2. Book an appointment with a MHC.
3. Get a personalized action plan to get started.



## Who is CloudMD

Built by a team of medical professionals, CloudMD is a complete health-care ecosystem that connects all points of the healthcare journey through one centralized platform. Their team behind CloudMD is comprised of mental health professionals, Clinicians, Allied health professionals, Doctors and Nurses. CloudMD focuses on the patient journey using a whole-person approach to care with an emphasis on continuity of care.

The platform engages patients addressing every aspect of a person's care. With the MHC provided by CloudMD, start to manage the mental wellbeing of your employees!



<sup>1</sup> For employees covered by your benefits plan

<sup>2</sup> "At-risk" means according to their evidence-based assessment, some employees may be more at risk to developing certain conditions.

<sup>3</sup> MHC pilot 2021-2022

<sup>4</sup> 2019 Sun Life data

### Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. PD9696 08-22 ad-cd