



## Guidelines for employees


Accès M is a Quebec virtual health platform offered by Clinique de santé M to employers in the province of Quebec. This tool is intended as a reminder for employees and their family members. Create your profile now and register your covered family members (spouse and children).

### Step 1: Create your account


- Go to <https://accesm.ca>.
- Click on the "Corporate" section and on the "Register" tab.
- Enter the name of the company you work for in the search bar and confirm the choice. **Marmen**
- Complete the registration form for you and your immediate family and click "Submit."
- An activation email will be sent to you.
- During your first connection, click on "Need a new password" to create a password. A link will be emailed to you to reset your password.
- That's it, your account is created!



## Step 2: Schedule a consultation

- Click on “NEW CONSULTATION”.
  - Choose the day and time that suits you.
  - Complete the questionnaire.
  - Confirm your appointment.
  - A confirmation will be sent to you by email with the link to connect to your appointment.
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## Step 3: Access your consultation

- 5 minutes before the time of your appointment, click on the link sent to you by email during the confirmation, log on to your Accès M portal and click on "Join the video consultation" or use the event added to your personal calendar, in order to log in.
  - Here you are connected!
  - If you have connection problems, call us: 1-833-841-2555
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## The services offered by **Accès M**

- **Online consultations with a certified nurse:**

- By videoconference, telephone or online chat, the team of clinical nurses answers your questions and gives you the appropriate advice depending on your health situation.

- **Medical consultations with a specialized nurse practitioner or family doctor:**

- By videoconference, you have access to medical services with the obtaining of your diagnosis and your prescriptions when the reason for consultation allows an intervention by visual examination. The prescription of medication is done remotely and is sent directly to your pharmacy and delivered to your place of work, if desired.

- **Personalized assistance to help you navigate the healthcare system:**

- To answer all your questions or to refer you to the appropriate healthcare professional, our care team will guide you to the right resource. In addition, ACCÈS M benefits from a network of private medical clinics in most cities in the province of Quebec. Thus, if your health situation requires an in-person consultation or a physical intervention, you will be referred to one of our resources if you wish.



## Some answers to your questions

### Some examples of what can be treated virtually:



- Respiratory problems (cold, flu, sinus problem, sore throat)
- Uncomplicated urinary tract infection
- Allergy
- Childhood infectious diseases
- Sexually Transmitted Infections / Sexual Health
- Mental health problems
- Women's health
- Dermatological problems without surgery
- Follow-up of certain chronic diseases
- Renewal of prescriptions
- Medical certificate

### How can I receive my prescriptions for medication, blood tests or medical examinations?

Prescriptions related to medications are sent directly to your pharmacist and can be directly delivered to your preferred location. Otherwise, all your prescriptions are in your electronic medical record accessible anywhere and anytime.

### Are my electronic medical records and information kept secure?

All ACCÈS M client files are kept and comply with all the laws and ethical regulations of the medical professions in force. Only those involved in your condition have access to your medical file. No information belonging to you will be transmitted to a third party without your written consent.



## **If my health condition requires an in-person examination with a healthcare professional, how can ACCÈS M help me?**




Many common and minor health problems can be fixed without necessarily a physical exam. If the medical professionals determine that you should indeed have an in-person consultation, we will offer you an appointment at one of our affiliated medical clinics.

## **Is the ACCÈS M platform offered to my family members?**

Of course! A worker who must be absent to accompany his sick child is no more present than if he himself were sick. Thus, immediate family members have access to the services of nurses and doctors on the ACCÈS M platform.



### **To join us**

-  1-833-841-2555 #4 (8 a.m. to 8 p.m.)
-  [accesm@cliniquem.com](mailto:accesm@cliniquem.com) (8 a.m. to 8 p.m.)
-  [urgences@cliniquem.com](mailto:urgences@cliniquem.com) (8 p.m. to 8 a.m.)