



Family Health Advocates

Helping Canadian Patients and their Families



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www.familyhealthadvocates.ca

Our Mission

At Family Health Advocates it is our mission to play a leading role in restoring and improving the health of Canadians by supporting our clients and their families as they seek help in understanding their medical conditions and choosing their treatment options.

We offer five services to support our clients:

ADVOCACY When illness occurs, a single connection with FHA gives our clients the peace of mind that they are in capable hands. We will act on your behalf to provide personalized support, planning and educational services from experienced registered nurses, as well as knowledgeable guidance in complicated, and often time-sensitive situations.



CARE CO-ORDINATION Family Health Advocates has the resources to access a full range of services available to our clients. Your nurse advocate will arrange timely appointments, facilitate communication between a multidisciplinary group of professionals and coordinate the most effective way for you to receive your personalized care.



SECOND OPINION Medical conditions do not always lend themselves to a single, clear-cut diagnosis or treatment plan. The opinions of specialists may provide valuable information, and reassure our clients that they are following the optimal plan of care. Whether the second opinion is obtained locally, in another city or through telemedicine, FHA is committed to helping our clients obtain rapid answers from experts in their fields.



ACCESS Accessing the best doctors, technology, treatment and medications following the diagnosis of an illness can be challenging. At Family Health Advocates we have developed relationships with family doctors, specialists, and health care organizations that are leaders in their fields. We ensure that our clients are provided with the best options locally and if necessary, at world-class hospitals that provide cutting-edge treatments and technologies.



US HEALTH CARE OPTIONS On occasion, more timely access or advanced technology is required to address the health issues facing our clients. Family Health Advocates has preferred relationships with leading US hospitals and is able to coordinate care for our clients with world renowned physicians. Medical technologies and medications that are unavailable in Canada may be appropriate and preferable in some circumstances.



Testimonials

"Family Health Advocates took the time needed to ensure that I fully understood the intricacies of my medical options."



"Family Health Advocates' depth of knowledge about current practices and treatment options gave me confidence that the decisions I made were best for me."

"When I had an urgent need to see many specialists at once, Family Health Advocates was able to arrange immediate appointments at a US hospital with a significant discount."



"Family Health Advocates helped me to understand all my options so that I began my treatment plan with full confidence that I had made the right choice and that my recovery was in my control."

Client's Rights

At FHA we believe that all people should have the right to benefit from the best possible health care, in a manner that is respectful of their rights, values and needs.

We support our clients by providing them with information that they understand about their diagnosis, choices of treatment and prognosis.

We enable our clients to take control of the decisions made about their health care.

We advocate for our clients to ensure that they have access to their medical records and to the credentials of the professionals providing their care.

We believe that people have fundamental health care rights and their living will should be respected and followed.

We respect our clients' right to privacy as paramount. Personal information will always be protected both internally and while representing our clients within the health care system.



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CARE CO-ORDINATION



SECOND OPINION



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