



# Family Health Advocates

Helping Canadian Patients and their Families



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[www.familyhealthadvocates.ca](http://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.



## How FHA supports physicians:

We have the resources and the time to provide patients with personalized navigation services.

We employ experienced health care professionals that you can trust.

Our team of experts is available to work with you to enhance the support that your patients need.

## How FHA helps your patients:

We are an independent and impartial service that is available to assist your patients when they are seeking advocacy for a health-related issue.

We provide assistance and information to your patient so that they're prepared to make decisions about treatment options.

## Educational Opportunities:

FHA endeavours to support the exchange of medical knowledge and provides opportunities for Canadian doctors. If you are interested in world class educational opportunities for yourself or your patients, please e-mail or call us and you'll be notified when events are planned in your province.

## Testimonials



“I send patients to FHA when they can't wait on my long waiting list for access to care.”



“My patient was given superb support throughout his cancer treatment.”

“I don't have the time to research all of the new technology and programs available to my patients. FHA is relentless in their pursuit of information.”



“I'm happy to see a clean, simple corridor to US health care options.”

“FHA provides a much needed service to my patients.”



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