



| For your future™

# Medical Concierge Services



The doctor is in 24/7.  
The housecall is back!

**Standby**  **MD™**

# The “human touch” is never more important than in times of unanticipated medical needs.

StandbyMD<sup>1</sup> Medical Concierge Services program **brings the Doctor to you**, 24 hours a day, 7 days a week. The StandbyMD program provides quick, easy access to a qualified physician, who can assess your symptoms and provide treatment options. Manulife Financial Travel Insurance with Emergency Medical coverage provides access to the StandbyMD program to those Canadians travelling to the United States, Mexico and the Dominican Republic.

## What services are available?

- Telephone access to a qualified physician.
- Same-day co-ordination and delivery of lost or forgotten prescription maintenance medication, eyeglasses or contact lenses and medical supplies.
- Discount pharmacy plans available at participating pharmacies.
- Referral to medical specialists, chiropractors, dentists, walk-in clinics, urgent care centres or more than 50,000 hospitals for evaluation and treatment.
- Visiting Physician Network “House-Call”
  - In select cities, ‘Fast Track’ patient whenever possible;
  - Physician co-ordination to an emergency room.

## How does this benefit work?

The StandbyMD program will assist with co-ordination of payment of eligible expenses, subject to the terms and conditions of the policy. Simply call the Assistance Centre using the phone number(s) indicated on your wallet card to access this service.

## For more information call:

<sup>1</sup> The StandbyMD program is provided by Healthcare Concierge Services, Inc. Manulife Financial and its agents are not responsible for the availability, quality, or results of services provided under the StandbyMD program. StandbyMD is not a medical provider. Medical providers utilized by StandbyMD are not employees, agents, nor in any way affiliated with StandbyMD, and StandbyMD does not have any control over the medical judgment of participating medical providers, nor their actions or inactions. StandbyMD, upon making referrals, doesn't assume any responsibility for the availability, quality, results or outcome of any treatment or service, or any Insured's failure to obtain any treatment or service covered under these terms.

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