

Frequently Asked Questions

The CAREpath Cancer Navigation Program

A TRUE STORY

"After my initial cancer diagnosis, my doctor referred me to a surgeon that I was very unhappy and uncomfortable with. After discussing this with Anita (at CAREpath), she recommended I see Dr. ____ and it made all the difference in the world to me. He was able to perform my surgery two weeks before the date I was given with the original surgeon and he performed the procedure laparoscopically, allowing me to get back to normal activities sooner..."

WE MAKE THE DIFFERENCE

"...Anita (at CAREpath) helped me immensely! She is the reason that I received the "less invasive" procedure that I did, which meant a shorter healing time for me. The CAREpath team has been very supportive and caring and made this experience so much less terrible! Thank you all very, very much!"

Q: Who is CAREpath?

CAREpath is a Canadian company that specializes in cancer care. The company was founded by leading oncology doctors and nurses who have devoted their entire medical careers to cancer care in Canada and the United States. CAREpath is designed to help you and your family members get the emotional and medical support you need in order to deal with the ordeal of a cancer diagnosis, its treatment, and the many issues arising afterwards.

Q: How long has CAREpath been in Canada?

CAREpath was founded in Toronto, Ontario in 2003. At that time, we also established:

- A National Medical Advisory Board comprised of some of the most prominent oncologists across Canada.
- An arms-length affiliate, called The CAREpath Research Institute, led by world-renowned investigators, to ensure CAREpath's services continue to remain at the forefront of evidence-based knowledge around the world.

Q: What does CAREpath offer?

CAREpath's Cancer Navigation Service Program provides you with services that assist you in dealing with your newly-diagnosed cancer or cancer recurrence. The services do not duplicate the services provided by the public health care system – they complement them.

Our Navigation Services help reduce the physical and emotional impact of a newly-diagnosed cancer by ensuring your medical and emotional needs are met in a timely and effective manner. The Navigation Services are based on the most up-to-date, reliable and evidence-based information available globally and are delivered by highly trained and caring oncology nurses and are directed by world-renowned oncology physicians.

Q: How do CAREpath's Services work?

At the time of diagnosis, CAREpath will assist right away by having a team of experienced cancer specialists review your medical information and assign to you a personal CAREpath oncology nurse, who is there with you every step of the way. Your oncology nurse schedules telephonic appointments so that we can guide you through your initial course of treatment and, when treatment has been completed, through the final phase of advice and support as a cancer survivor.

Q: Isn't CAREpath providing services that I can get from my own doctor?

No. CAREpath does not test, prescribe or provide primary acute care to patients. In fact, none of the services provided by CAREpath are covered by OHIP. Throughout your entire cancer experience, CAREpath works in collaboration with your family physician to help reduce the negative impact of cancer and to ensure that you are receiving the right treatment, at the right place, and at the right time. CAREpath services have been designed to supplement, not compete with the public healthcare system.

For more information on CAREpath's Cancer Navigation Program, please visit www.carepath.ca, or email info@carepath.ca.



the cancer assistance program

CAREpath inc. ■ EVERY STEP OF THE WAY

Q: How can my doctor benefit from CAREpath's Services?

As a Canadian company, CAREpath's goal is to support - not replace - health services provided by provincial governments. We do not replace existing relationships between doctors and their patients. In fact, CAREpath will work closely with your doctors to ensure everyone fully understands any recommendations made regarding your care. Your local treating doctors will have an opportunity to consult with some of the world's leading cancer specialists regarding your care.

Q: Can CAREpath help before and after I see an oncologist?

We recommend that you contact CAREpath as soon as you are newly-diagnosed with cancer or have a recurrence of a previously treated cancer so we can best help you. CAREpath can help you before and after your first visit to an oncologist. CAREpath's oncology nurses play a critical role in the Navigation Service Program. You will be assigned a personal oncology nurse who will provide:

- Emotional support
- Informed answers to all your questions
- Education regarding treatment options in your particular case
- Questions to ask on your first visit to your oncologist
- Advice and support throughout all treatment phases
- Advice on how you can access other support services, if necessary
- Facilitation of access to a second opinion, when necessary
- Guidance to alternate treatment locations, if requested or required
- Assistance in dealing with concerns of your spouses and children
- After treatment has been completed,
 - A screening test for changes in lifestyle required to reduce the risk of cancer recurrence
 - Advice on reducing delayed effects of treatment, and dealing with other issues you may face as a cancer survivor

Q: How can I be assured of the quality of the advice I am getting with the Navigation Service?

In order to ensure the advice is evidence-based and produces the best outcomes possible, CAREpath oncology nurses:

- Are specially selected for their training, expertise, experience, and certification in oncology
- Have demonstrated ability to deal with clients' concerns in a compassionate manner
- Have access to and command of the most up-to-date, evidence-based approaches to management of each type of cancer
- Have the regular backing of experienced CAREpath oncologists to assist in dealing with the medical aspects that arise in each case, when necessary
- Access to advice from selected members of the National Medical Advisory Board
- Are guided by the CAREpath Research Institute to ensure that the advice given is up-to-date and scientifically sound

Q: Who can access CAREpath's Navigation Services?

You can access CAREpath's services as soon as you are diagnosed. You do not have to submit a disability claim nor do you have to be absent from work or be receiving disability benefits to utilize CAREpath's services. Any advice provided is strictly confidential and cannot be shared with your employer, an insurance company or any other party.

Your spouse (common-law partners and same sex couples included) and dependant children up to and including age 25 can also access these unique services.

Q: Is CAREpath two-tier medicine?

No. Two-tier medicine occurs when a patient has to pay directly for care or when the principal of universal access is replaced by preferred access or "queue jumping". None of this happens at CAREpath. Patients do not have to pay for CAREpath's services nor will anyone pay a doctor to jump the queue. CAREpath's services are paid for by third parties, such as employers. This is no different than employers paying for prescription drug plans. People can access CAREpath's services through their employer plans and access to the public system is enhanced by CAREpath's knowledge of where the lines are shorter and by working as advocates for patients.

Q: Why doesn't the Government pay for these services?

Most government funding is directed to complex acute care such as surgery, radiation, chemotherapy and the newer blockbuster drugs. The government recognizes the importance of nurse navigation for cancer patients, but cannot afford the additional cost (billions of dollars per year) to fund the kind of detailed, personalized, and evidence-based case management services provided by CAREpath nurses and physicians.