



Health Care Navigation

Every member's expectations and needs are different. Compass Health Care Navigation along with the Cleveland Clinic provide an individualized and personal service based on your situation.

How does it work?

Compass Health Care Navigation works with the public health care system to help members and eligible dependents navigate the system, providing a single point of contact throughout diagnoses, treatments and rehabilitation to ensure continuity of care. Personal nurses support the member and eligible dependents through the entire process. Compass Health Care Navigation ensures members receive the right care, at the right place, at the right time, every step of the way.

Contact your Benefits Consultant to find out more.

- Doctor-to-doctor consults with patient/local treating physicians after completing medical second opinions.
- In-depth assessments of treatment plans and options proposed by the local treating physicians to ensure they are consistent with medical best practice.
- Explanation of options for tests/treatments in each particular case.
- Facilitate access to diagnostic tests, treatments and clinical trials.
- Guide patients to alternate treatment locations, when requested or required.
- Nurse navigators provide ongoing coaching as to how best to manage chronic conditions.
- Dramatically improve the overall quality of care, recovery and outcomes.
- The only service of its kind in Canada.
- Providing health coaching along with nurse navigation for chronic disease states, i.e. diabetes in the workplace.