



Employer Services



Welcome to Centric Health, where Your Care is Our Focus.

Centric Health is one of the largest integrated healthcare providers in Canada.

We have over 25 years of experience offering a wide range of health, medical, surgical and rehabilitation services across the country to provide clients with convenient access to the highest quality of health care. Centric Health represents a consolidation of over 10,000 healthcare specialists and patient service support staff – physicians and nurses, physiotherapists, clinical rehabilitation specialists, occupational therapists, disability case managers, pharmacists, etc. Together with these healthcare professionals, we provide services and products in over 900 locations across Canada. Our services have received highest standings with accreditation authorities because of our focus on outcomes and safety.

We are a brand you can trust.

As a fully integrated company, we are your one-stop-shop for top quality employer health services. We have extensive experience in:

Preventative Services

- Occupational Medicine
- Health & Wellness
- Executive Health
- Drug & Alcohol Services
- Tele-Health Services
- Fatigue Management Solutions

Injury Management Services

- Disability Management
- Independent Medical Examinations
- Early Intervention Rehabilitation
- Surgical & Diagnostic Services

Lifestyle Maintenance Services

- Drug Benefit Analysis & Pharmacy Services
- Ergonomics & Medical Equipment
- Orthotics & Gait Analysis
- Home Care & Seniors Wellness

We have designated key account managers who are sector experts to be your partner in maintaining a healthier workforce and managing injury costs and claims.

By partnering with us for your employer health services, we can:

- Enhance your return-to-work processes by utilizing our strong IT and reporting infrastructure
- Reduce accident and injury rates by customizing a robust health & safety strategy
- Reduce absenteeism at your workplace by providing expedited access to professional expertise through our roster of experienced medical and clinical specialists
- Improve overall quality of life for your employees by accessing our comprehensive prevention and wellness services
- Increase the return on your investment by offering enhanced incentives and services as a preferred employer under our integrated approach

Occupational Medicine

Organizations, large and small, are all looking for ways to create a safe and productive workplace. When you start with a healthy employee and provide them with an environment and work culture that supports health & safety, then you know productivity will be optimized.

Centric Health provides a comprehensive list of services to help employers ensure their employees are safe and productive in the workplace. Our experience across Canada involves working with employers from all industries with sizes ranging from under 50 to 22,000 employees. Our Occupational Medicine program is specifically designed and tailored to meet each individual employer's needs. Your employees will benefit from access to our screening, onsite medical and evaluation services. Employers with staff in remote locations can access 24/7 Occupational Medicine support through Centric Health's Tele-Health service. *Our care is truly accessible for all.*

Service Offering

- Pre-placement Medical Assessments
- Pre-placement Functional Assessments
- Post-Offer Employment Testing (POET)
- Annual Medical Assessments
- Fitness To Work Testing
- Screening Services (i.e. Audiometric, Drug & Alcohol, Pulmonary Function, Vision)
- Ergonomic Assessments
- Physical Demands Analysis (PDA)
- Cognitive Demands Analysis (CDA)
- Functional Capacity Evaluations
- Return to Work Medicals
- Independent Medical Examinations
- Medical Surveillance/Consulting
- Medical Director Services
- Education & Safety training
- Driver, Aviation, Diver Medicals
- Off-Shore, CAPP Medicals



See reverse
for more.

Occupational Medicine

Benefits

- One-stop-solution for all Occupational Medicine needs
- National coverage
- Proprietary IT applications designed to streamline referrals and appointment booking
- Integrated service with Drug & Alcohol testing requirements

Case Study

Number of POETs performed:	254
Number of passes:	247 (97%)
Number of fails:	5
Program cost to employer:	\$25,400
Projected claim costs per failed employee:	\$14,500
Total projected claim cost avoided:	\$72,500
Total savings to employer:	\$47,100

Examples of Cost Savings to Employers by using Centric Occupational Medicine Services:



Health & Wellness

Employees are “more likely attracted to, remain with, and value a company that obviously values them”*. Employers that value and promote a healthy lifestyle can motivate their employees to perform to their potential.

Customized to your corporation's needs and culture, our integrated suite of Wellness Services provides your employees with the tools and information to lead healthier lives and reduce their risk of illness and disease. From an organizational analysis of health risks and a review of the key factors driving your employee health and benefit costs, we will offer a comprehensive program to fit your budget and work toward the identified organizational goals. Our national network of health care staff will deliver a consistent and standard program across the country in both large urban centers and more rural areas.

Our integrated project management system will enable you to view your events and services in real time. We offer a fully customized online registration system for our biometric screening and flu immunization programs for seamless planning. As a corporation, you will receive return on investment (ROI) data, aggregate reporting of program outcomes and ongoing communication with a dedicated Key Account Manager.

Service Offering

- Individual/Integrated Biometric screening (blood pressure, blood glucose, lipid panel, body mass index, strength & flexibility testing)
- Health Risk Assessments
- Lifestyle Risk Coaching
- Travel Health Immunization Programs
- Flu Immunization Clinics
- Corporate Education Sessions on a variety of topics (i.e. Take Care of Your Back, Healthy Heart, Preventing Repetitive Strain Injuries)
- Healthier You – Corporate Newsletters
- E-Challenges & E-Campaigns



See reverse
for more.

Health & Wellness

Benefits

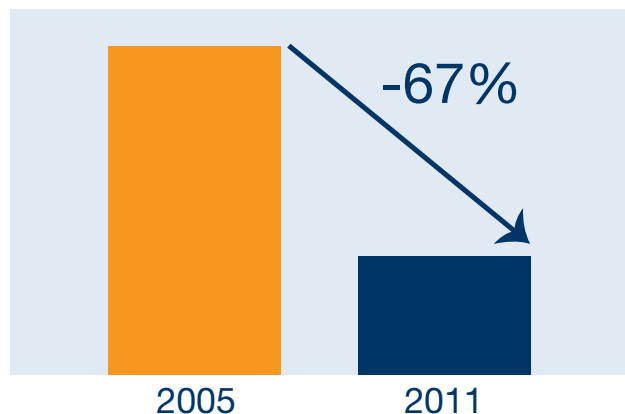
- Provide services to employees which will improve their overall health and well-being resulting in a more engaged and productive workforce
- Integrated service customized to meet your organizational needs to reduce the cost of employee health benefits
- One-stop-solution for wellness needs
- National coverage
- Industry leading IT solutions to facilitate referral, intake and appointment booking

Case Study

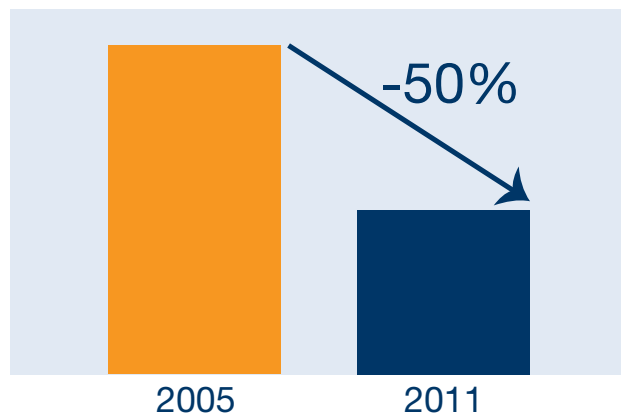
Client sector:	Pharmaceutical
Client type:	Corporate
Services rendered:	Workplace Wellness Program

Estimated Cumulative
Savings:
\$250M over 6 years

% of Employees who Smoke



% of Employees with High Blood Pressure or are Physically Inactive



** Source: Partnerships for a Healthy Workforce*

Executive Health

Healthy leaders are the best leaders. Maintaining an optimum state of health is critical to inspiring any organization to reach its highest potential. Recognizing the importance of health in corporate culture, Executives need to be engaged in corporate wellness programs.

We offer an extensive Executive Health Assessment that provides immediate and personal service to make efficient use of your time. We work with each Executive and their primary care physician to ensure their unique health needs are addressed in a confidential and professional manner.

Service Offering

- Executive Health Assessments

	Executive Health Assessment	Comprehensive Health Report	Follow-up for goal setting and attainment
Time duration	Up to 4 hours	Within 10 business days	At 3 months
Service description	<ul style="list-style-type: none">• Personalized examination at the office• Detailed health history• Lifestyle review• Diagnostic tests• Comprehensive gender-specific examination• Confidential counselling on risk factors	<ul style="list-style-type: none">• Confidential• Outlines current health status• Identifies risk factors for a variety of health conditions• Provides recommendations for optimal level of health and fitness	<ul style="list-style-type: none">• Follow-up from our team of healthcare professionals to set health goals• In collaboration with primary care physician

- Mini-Executive Medicals

In addition to our Executive Health Assessments, we offer employers the option of Mini-Executive Medicals (MEM). MEMs are screening appointments targeted to your valuable management team. This consists of a condensed appointment (90 minutes) that will enable the executive to gain insight into their health risks and current health status. The MEM is provided either on site in a multi-station clinic or at our facilities.

Benefits

- Customized to meet the needs of your organization and budget
- Coordination of appointments to ensure scheduling is efficient for your executives
- Deductible business expense to the organization
- Early identification of medical issues as part of a prevention strategy for your executive group is a corporate investment into your team
- Demonstrates the corporation's values and focus on health

Tele-Health Services

Centric Health is pleased to offer Tele-Health which is a telephone-based personal injury health management system that is available to employers and their employees. The program is manned by experienced nurses who screen for priority and critical symptoms.

Using clinical judgment, our nurses progress through care choices spanning options from immediate emergency room referral to home care instruction. The triaging nurse(s) have access to Occupational Health Physicians 24 hours a day, 7 days a week to assist with more complicated issues. In addition, nurses have access to a roster of medical clinics and physicians to expedite priority care, even in remote locations. With the click of a mouse, all call details can be captured in one easy-to-retrieve location. Employer-specific options are also available and can be implemented at the employer's discretion.

With this medical telephone triage service for occupational and non-occupational injuries, your employees can receive health advice over the phone from our triage nursing team day or night.

Service Offering

- Toll-free telephone number that employees can call in 24 hours a day; 7 days a week; 365 days a year
- Call centre is staffed by qualified nurses under the direction of a Board Certified Occupational Medicine Physician
- Compensation forms can be integrated within the triage call
- Call details can be documented in customized reporting format based on your organization's needs
- Utilization reports are provided on a quarterly basis
- Ongoing follow-up with employee can be provided as required
- Onsite training provided to employer and employee upon implementation



Benefits

- Unlimited access to timely care options
- Diversion from emergency department visits and absences
- Effective supplement to any employer's Occupational Health and Safety program
- Reduced lost time claims and visits to physicians

Case Study:

One of our current employers had over 50 occupational health calls via our TeleHealth services over a 6-month period. This resulted in 70% of these cases returning to work eliminating the need to seek further medical attention.

Fatigue Management Solutions

Workplace fatigue can result in injuries and lost productivity. In extreme circumstances, it can result in serious injury or death. Centric Health's Fatigue Management Solutions services evaluate and treat all sleep-related disorders such as insomnia, excessive daytime sleepiness, circadian rhythm disorders and parasomnias, and other issues common to employees who work shifts and extended hours.

Centric Health has the resources and infrastructure to conduct automated and secure screening services, Level I and Level III sleep studies and auto-titration CPAP testing. By offering your employees access to expedited diagnosis, you can minimize interruptions in your employees' productivity. Our Board-certified Sleep Specialists and regulated health professionals can tailor treatment solutions, to provide the latest advancements in fatigue management. Our treatment options include educational programs for employers and employees, mobile respiratory device fittings, education on best sleep practices, key symptoms and available treatment options.

Our program offers no wait times, an easy referral process, a technologically-advanced sleep clinic and qualified, caring staff. *We can keep your employees in motion.*

Service Offering

- "Keeping Drivers in Motion" Sleep Program
- Medical Consultation and Level 1 Diagnostic Sleep Studies
- Multiple Sleep Latency Tests (MSLT)
- Maintenance of Wakefulness Tests (MWT)
- Pre-Surgery Anesthesia Test
- Continuous Positive Airway Pressure (CPAP) set-up, titration and compliance monitoring
- Comprehensive education package
- Onsite educational clinic days on fatigue management and sleep therapy

Benefits

- Provide services to employees which will improve their overall health and well-being resulting in a more engaged and productive workforce
- Integrated service customized to meet your organizational needs to reduce the cost of employee health benefits
- One-stop-solution for Wellness needs
- National coverage
- Industry leading IT solutions to facilitate referral, intake and appointment booking



Professional, caring and informative staff in a pleasant sleep environment

- Sandra (May 2012)



Workplace Drug & Alcohol Services

In recent research, employers who implemented a substance testing program reported an average improvement of 57% on their worker's compensation incidence rates and 56% improvement on absenteeism rates.* The benefit to cost ratio for a drug and alcohol management program is approximately 26:1.**

Centric Health offers employers one-stop testing for all drug and alcohol testing needs 24 hours a day, 7 days a week to help manage drug and alcohol-related challenges in your workplace. Our comprehensive coverage and network of collection sites allows us to facilitate testing nationally for small to large size employers in both the private and public sectors.

Our experienced and trained staffs are certified in DOT (Department of Transportation) collection procedures and use only certified labs for sample testing. Our Medical Review Officers (MROs) have been certified to read, interpret, and follow up on testing results to ensure compliance and that legislative standards are followed.

Our Drug & Alcohol testing services include random-check programs and post-incident testing. Both programs can complement other Occupational Medicine Services such as pre-site access testing, pre-employment medical or functional testing and other health screening related programs related to substance abuse.

You have an obligation to ensure the health and safety of your employees.



Benefits

- One central toll-free contact number
- Services available 24 / 7
- Access to collection sites through Canada
- Same day reporting on POCT tests
- MRO Services within 72 hours of received results
- Coordinated service with your pre-employment or surveillance requirements
- Integrated with our full suite of Occupational Medicine Services

See reverse
for more.

Workplace Drug & Alcohol Services

Service Offering

Point of Collection Testing (POCT)	A test performed at the site of specimen collection to determine if the sample is negative or if it needs to be sent to a lab for further testing. POCT results are available same day. Positive POCT test results are forwarded to the lab for further testing.
Lab-based Testing	<p>Some employers choose, due to legislative requirements or their own company policy, not to use POCT testing. For these tests, we will collect the urine or hair sample and forward to the lab for testing.</p> <p>The lab will use a standard drug testing panel (Panel 5 test) which includes testing for: methamphetamines, marijuana, cocaine, opiates, amphetamines and PCP's. We utilize a Canadian-based lab that has been accredited to confirm the test result and release the results to our MROs, who will follow up with the donor according to DOT protocol.</p>
Breath Alcohol Testing (BAT)	An onsite Breath Alcohol Test determines how much alcohol is in your blood by measuring the amount of alcohol in the air you breathe out (exhale).
Medical Review Officer	Our MROs are trained and certified in DOT procedures and have received their MROCC certification. They are available 7 days a week to follow up on lab based test results with the donor, make a verification decision and release the result back to the company's designated employer representative. Our MROs will also act as expert witness in a court of law.
Policy Development	We recognize that not every company has a drug and alcohol policy. Where companies do not, we will work with them and their legal team to develop one applicable to their organizational needs.
Post Incident / Reasonable Cause	We coordinate 24 / 7 post incident and/or reasonable cause testing for an employee who reports for work in an unfit state and there is evidence of substance abuse or if a significant incident/accident has occurred. Our qualified and trained staff will work with employers to set up a protocol to address these situations.
Training	We work with employers to train their supervisors on company policies, procedures and DOT standards related to drug and alcohol testing. Supervisors will also learn when they can test in relation to post incident / reasonable cause, what to watch for, and the scope of their responsibilities.

* Fortner NA; Martin DM; Esen SE; and Shelton L. Employee Drug Testing: Study shows improved productivity and attendance and decreased workers' compensation and turnover. *Journal of Global Drug Policy and Practice*. 2011; 5(4):2-22.

** Zaloshnja, E.; Miller, T. R.; and Spicer, R. S. Effectiveness and benefit-cost of peer-based workplace substance abuse prevention coupled with random testing. *Accident; Analysis and Prevention*. 2007; 39(3):565-573.

Early Intervention Rehabilitation

Early recognition and management of injuries at the workplace can positively impact employer costs (i.e. Worker's Compensation Board costs, costs related to sick days, costs of temporary staff replacements) and employee costs (i.e. productivity, workplace culture of disability and morale). By providing intervention options early on, employers can help prevent an injury from becoming a catastrophe.

This is why Centric Health is proud to feature our clinic-based Early Intervention Access for Post Injury Assessment and Treatment Program. The key component of the program is keeping injured employees safely at work and productive as they progress through transitional duties and return to pre-injury function. The goal of this strategy is to ensure employees who have sustained an occupational or non-occupational injury, have immediate access to health resources and that the employer receives timely and supportive communication to assist in maintaining the employee in the workplace.

Through this program, your employee is provided with a comprehensive assessment and individualized rehabilitation program delivered by a wide array of health care professionals. These services are delivered through our clinic network of over 150 locations across Canada to ensure your employee has convenient and priority access.

While no lost time is the goal, our clinics offer return-to-work (RTW) transition and support. The focus of this strategy is to ensure the employer is supported when the employee is ready to transition back to the workplace from either an occupational or non-occupational injury.

Service Offering

- 24-48 hour access post-injury for rehabilitation assessment and therapy at any Centric Health clinic location
- Bi-weekly written communication to the employer outlining functional abilities
- Active rehabilitation focused on functional restoration and based on the physical demands of the pre-injury job
- Functional testing based on job demands
- Occupational Injury Services (OIS)- offered through WCB Alberta

Benefits

- Expedited access
- Largest network of clinic locations in Canada
- Designated Key Account Manager to help you coordinate and facilitate quick recovery for your employees

Case Study:

This is an example from one of our employer contracts who implemented our Early Intervention Access for Post Injury Assessment and Treatment Program.

	Regular WSIB-driven Program (Before)	WSIB-employer system with Early Intervention Program (After)	% Improvement
WSIB premiums	\$15M	\$10M with rebate from WSIB	33%
Total rehabilitation costs	\$130,450	\$80,185	39%
NEER cost implications	\$407,022	\$161,330	60%

Disability Management

Because the skills and knowledge of employees are often an organization's greatest asset, there is an obvious business advantage to manage this human capital. Employers who commit to the provision of disability management reflect their belief in the importance of providing appropriate work to their employees who may be experiencing functional work limitations. This commitment is valuable to the attraction and retention of key personnel.

This division of Centric Health specializes in disability management, attendance management, workers' compensation, labour relations and human resources consulting. Our offerings are appropriately customized to ensure that we achieve outcomes in a value driven fashion, all while remaining consistent with our clients' vision, mission and core values.

Servicing employers across Canada, our focus is to provide exceptional solutions, an unparalleled experience and the best possible return on our clients' investment.



Service Offering

- Audit / Gap Analysis –will assess, review and identify your organization's key strengths, historical challenges and future opportunities pertaining to disability and absence profiles
- Workers' Compensation –will provide you with customized programs and industry leading outsourced case management, cost recovery and appeals representation
- Substance Dependence Monitoring –will ensure proper protocols are in place to address substance abuse issues, while coordinating suitable assessment, treatment and monitoring.
- Short-Term Disability Adjudication – will adjudicate self-insured short-term disability plans and concurrently provide effective case management services.
- Attendance Management –will design and implement effective approaches to enable your organization to take control over problematic non-culpable absenteeism.
- Labour Relations – will design and implement labour and employee relations programs for your organization



Disability Management

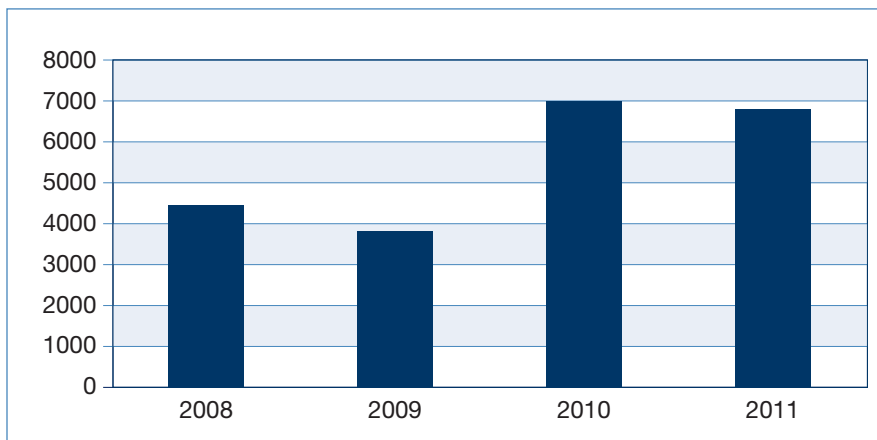
Benefits

- Experienced Team - Proven knowledge, skills and abilities
- Boutique Approach - Ability to understand the unique needs of the clients and ensure positive outcomes are achieved
- Access to Innovative Healthcare Resources and Solutions to ensure all aspects of injury and absence management are effectively controlled
- Proven positive return on investment for employers.

Case Study

This employer initially retained Centric Health to manage only their most complex disability management. The graphic below illustrates the number of days saved taking into consideration wage replacement, benefits costs, and replacement worker costs. There is also a positive return on investment for the client when the cost savings is compared against our case management fees. Over the 4 year engagement period, this employer began forwarding all their short term disability management cases to us and has shifted their workplace culture to focus more on modified work.

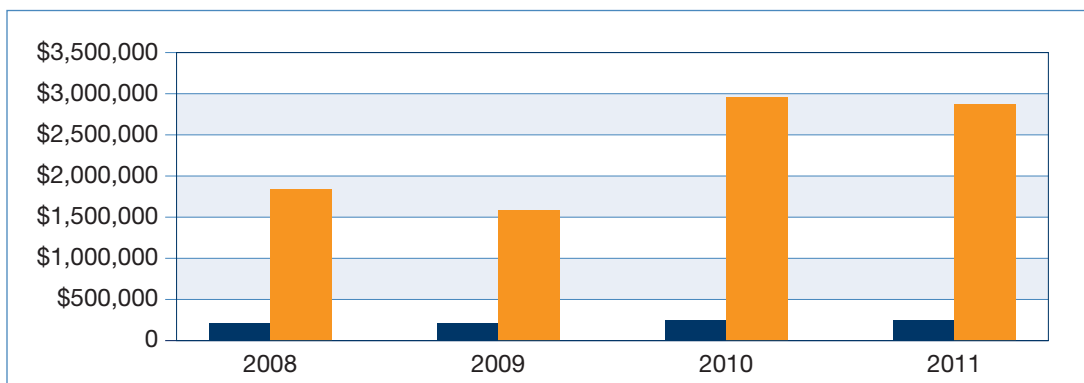
Days Saved



Average Number
of Days Saved:

5502

ROI*



■ Case Management
Cost
■ ROI

*ROI = Cost Savings – Total
Costs (Case Management)

Surgical & Diagnostic Services

A report published by the Fraser Institute noted that lengthy waits for surgery cost Canadian patients a combined \$1.08 billion in lost time and productivity in 2011. Early access to surgical and diagnostic services could shorten disability durations which may lead to meaningful clinical and quality-of-work-life implications for injured employees.

Centric Health Surgical & Diagnostic Division has private surgical and diagnostic centres in major cities across Canada. We offer comprehensive, medical and diagnostic care within state-of-the-art, welcoming environments. Each Centric Health Surgical & Diagnostic Centre offers a broad range of procedures, services and products with a commitment to quality care, patient safety and personal one-on-one attention. Our highly qualified, experienced teams are carefully chosen for their exceptional professional qualifications and their dedication to the care of others.

Centric Health is a preferred provider for employers in both private and public sectors. Our accredited facilities

and commitment to efficient, quality care has afforded us the opportunity to be “designated centres” by provincial Ministries of Health and Workers’ Compensation Boards across Canada for expedited access to services. For your employees who are currently off work due to an occupational or non-occupational injury, we can facilitate a timely and safe return to work by offering expedited access to surgical and or diagnostic procedures.

We are a leader in the industry, utilizing only the most advanced medical technology and adhering to the highest standards of operational, financial and legislative accountability.

Service Offering

Surgical Services

- Orthopaedic
 - Upper extremity
 - Lower extremity
 - Sports medicine
 - Hip & Knee
 - Spinal
- Neurological
- Otolaryngology (ENT)
- General surgery
- Cardiology
- Dermatology
- Cosmetics/Plastics
- Gynecology
- Bariatric surgery
- Urology

Diagnostic Services

- Colonoscopy
- Gastroscopy
- 3.0T MRI
- Lightspeed 64-slice CT
- Cardiac CT
- Angiography
- Diagnostic Ultrasound
- Digital X-Ray

Specialty Programs

- Pain management
- Women's health
- Men's health
- Medi-Spa
- Private family practice
- Urgent Care - WSBC

Benefits

- Dedicated clinical coordinators
- Expedited access to medical, diagnostic and surgical consultations and interventions
- Expedited access to the continuum of care and support services offered via the Centric Health family of companies
- Shorter duration of disability to save overall claims costs

**These services are available at various Centric Health sites.*

Independent Medical Examinations

With over 20 years experience and locations across Canada, Centric Health is Canada's largest medical assessment company. We are a national provider of independent medical examinations and functional assessments for Casualty Insurers, Employers, Life & Health Insurers, Workers' Compensation Boards and the legal community.

We provide our clients in these segments with professional quality medical and health assessments to assist them with management of their cases. Our extensive network can be accessed by our clients by referral to expedite evaluation and/or medical services within the framework of the Canada Health Act. Our medical assessors receive exceptional training and mentorship and provide reports that meet our clients' needs.



Service Offering

- Independent Medical Specialist Examination
- Independent Psychiatric Specialist Evaluation
- Neuropsychological Assessment
- Vocational Competency Evaluation
- Cognitive Functional Evaluations
- Ancillary health assessment services (i.e. Occupational Therapy, Physiotherapy, Chiropractic etc)

Benefits

- Expedited access to clinical assessors for injury management
- National coverage with convenient clinic locations
- Complete solution provider for injured employees
- Comprehensive reports
- Structured quality control processes
- IT Solutions for appointment management

“ Our company has been using ViewPoint Medical (division of Centric Health) since 2006 to perform Independent Medical Evaluation and Functional Capacity Evaluations. We required extensive post-employment testing in 2006, 2007 and 2008 and ViewPoint was always able to accommodate our requirements often on very short notice. They always provided us with excellent professional and courteous service. I would have no hesitation in recommending ViewPoint as your service provider.

- Sylvie Gélinas, 2009
Terasen Gas - Human Resource Advisor & Disability Management Team Lead

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Ergonomics & Medical Equipment

Centric Health's Medical Equipment & Supplies division is North America's largest and fastest growing medical equipment company. Our products are items that are necessary to improve and optimize an individual's ability to function in everyday life be it in their workplace or residential home. These specialty products are designed to enhance the quality of work and life for people experiencing disabilities, injuries, surgeries, and aging. We are committed to making ergonomic and lifestyle modifications available for clients across Canada by helping to make lives healthier and more productive.

As part of Centric Health's integrated employer health services, the products offered through our division is complementary to our other employer health service offering. Once an assessment is completed for an employee at their work station, our specialist technicians can complete the assessors' recommendation and install all necessary equipment to help your employee achieve workflow efficiency in a safe manner. For employees with injuries requiring home office modifications, our specialists can design, deliver and install all equipment to help your employee optimize their function.

As an employer, you have the responsible to provide a safe and accessible workplace for your employees. For some industries, that has become a legislative requirement and these standards tend to apply to most organizations (public, private and non-profit). Is your organization compliant? We can help.

Specialized equipment must be part of the equation to workplace efficiency and employee health.

Service Offering

- Workstation mounts
- Device management systems
- Ergonomic seating
- Ergonomic work station adjustments
- Laptop and tablet mounts
- Extended service and warranty programs
- Accessibility equipment for workplace and homes (i.e. wheelchair ramps, stair-lifts, home elevators)



See reverse
for more.

Ergonomics & Medical Equipment

Benefits

- Integrated solution from assessment to equipment installation directly in the workplace or at home
- Streamlined service processes across Canada to expedite your employee's RTW
- Customizable equipment by our specially trained technicians to ensure best fit for your employee
- Largest network of retail locations
- National Product Pricing Schedules and Approved Listing with guaranteed costs for extended terms

“ I think we often go through each work day just doing what we are supposed to do – without acknowledging the things that make our life easier & better.

Thanks for being so good at what you do! You make my work life easier and better!

- Kristen, 2011 (Motion Specialties - Barrie)

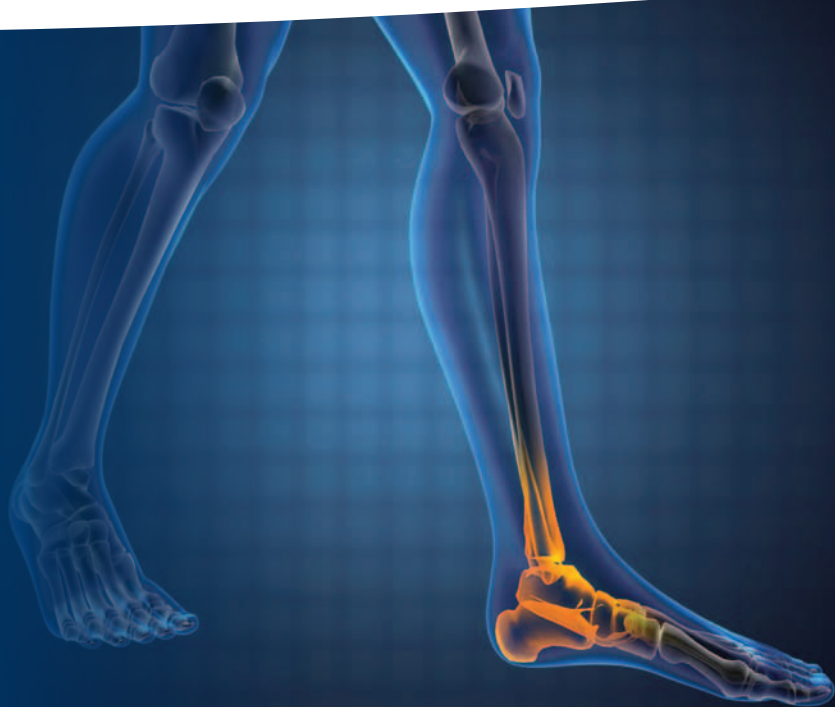
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Orthotics & Gait Analysis

A small foot abnormality affecting biomechanics can have tremendous impact on the body's joints, causing pain in the feet, ankles, knees, hips, and lower back. Pain from improper biomechanics can negatively impact an employee's productivity and lead to loss time from work. Proper foot support is, therefore, critical for employees to stay on their feet, healthy and pain-free!

This division of Centric Health, has been implementing its Lower Extremity Care Program in partnership with companies for over 10 years. Our experienced clinicians use portable, state-of-the-art, computerized gait analysis technology to assess employees onsite at the workplace. Assessments take 15-30 minutes and are completely free with no obligations. Based on the results of the biomechanical assessment and the needs of the employee, our clinicians will educate your employees on any biomechanical concerns and fit them with a custom orthotic or footwear unique to their needs. The treating clinician will follow-up to ensure the orthotic is being properly used and cared for. All follow up appointments are provided at no additional cost.



“ The Peterborough Clinic also prides itself on being on the leading edge of medicine. The pressure mapping system that Performance Orthotics brings to the table is just that. Its effectiveness in determining the patient's problem by looking at the foot in motion and then building a custom orthotic from the scan is very impressive and very effective. The fact that they manufacture their own high quality orthotics is also a huge advantage as they have complete control from the beginning of the process to the end

- Rory R. Petticrew, C.A. Administrator, The Peterborough Clinic

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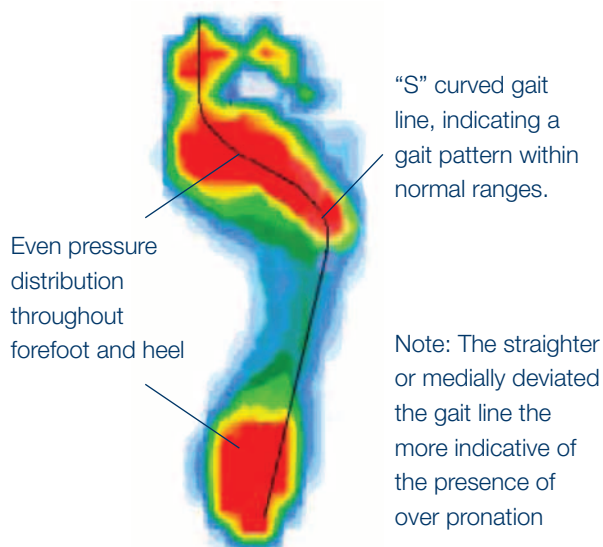
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Orthotics & Gait Analysis

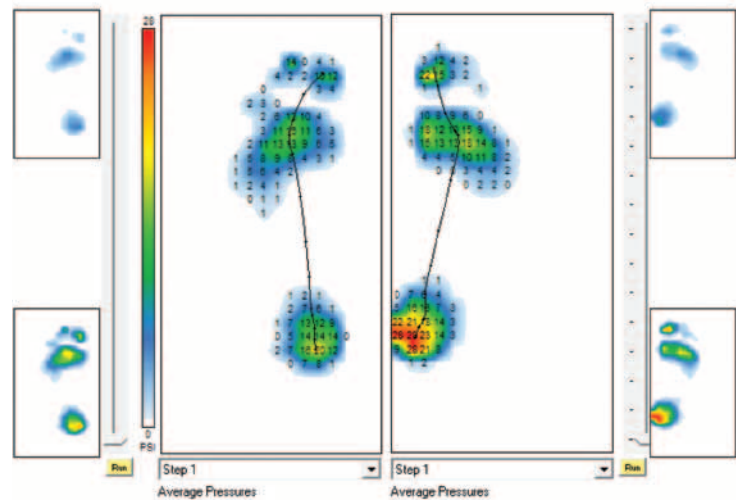
Service Offering

- Free onsite biomechanical assessment using pressure mapping technology to diagnose abnormal foot loading patterns
- 100% custom-made orthotics and bracing based on assessment results
- Custom safety footwear and supports available
- Complimentary follow-up and modifications based on orthotic treatment plan
- Education on proper foot mechanics and symptom reduction

Normal Foot Scan:



Orthotics Scan Image:



Benefits

- Onsite gait analysis for employees in environments that require intensive walking and standing
- Integrated services with other segments of Centric Health's employer health services offering
- State-of-the-art assessment technology for instantaneous feedback and education to your employees

Home Care & Seniors Wellness

The aging population is growing in Canada. While there are some services available to care for these seniors, many of them rely on informal caregivers such as their adult children. The burden of an informal caregiver is tremendous and can affect their performance and productivity in the workplace.

As part of Centric Health's employer health services, you and your employees can access expedited community seniors health services through our Centric Health Home Care and Seniors Wellness division. Centric Health Home Care division provides community rehabilitation services such as Occupational Therapy, Physiotherapy, Social Work and Dietician services for children and adults in homes, workplace or school. We have contracts with Ontario's Community Care Access Centres (CCAC) so we are a trusted health services provider. Our services are based on best-practices and outcomes to provide patients with a superior level of care. By subscribing to our rehabilitation and case management services, your employees can come to work with peace of mind knowing that their senior loved one is cared for.

Centric Health Seniors Wellness division is Ontario's largest and most experienced provider of rehabilitation and restorative care services to Long Term Care and Retirement residences in Ontario. Other ancillary services are also provided to seniors such as mobile foot care, dentistry, audiology, speech language pathology, respite care and seniors day care. These mobile services can be offered to in the community to support our case management services for your employees.

“What a pleasure it has been to have this therapist involved in my post-surgery recovery. Her expertise, knowledge, compassion, and ability to assess my needs was greatly appreciated.

- Nancy, 2012

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See reverse
for more.

Home Care & Seniors Wellness

Benefits

- Case management services for clients of all ages to give your employees peace of mind
- Expedited access to private in-home care service
- Innovative rehabilitation programs designed for aging clients (i.e. falls prevention, continence, respiratory therapy, wound prevention, etc)
- Statistically proven falls prevention program



Service Offering

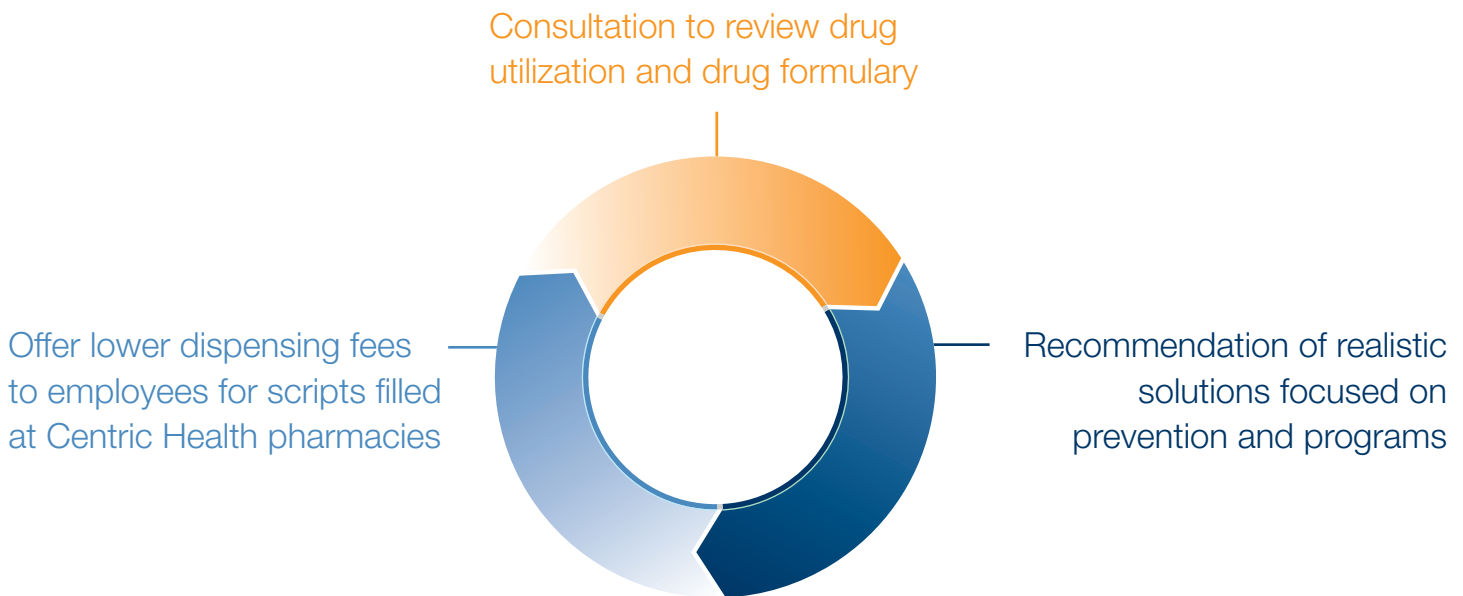
- Case management
- Home safety assessments
- Physiotherapy
- Occupational therapy
- Massage therapy
- Social work
- Dietetics
- Foot care
- Convalescent care
- Mobility devices assessments through Ministry-funded Assistive Devices Program
- Community exercise programs
- Nursing restorative care training
- Mobile audiology
- Mobile dentistry



Drug Benefit Analysis & Pharmacy Services

Canadian employers spend more than \$200-million a week on drugs. This cost will continue to rise and become unsustainable unless employers take a more active approach to the management of their drug benefit plan. Experts advocate that better-managed drug benefit plans will realize significant savings which can ensure the survival of the drug plan and also can be reinvested into health and wellness programs for the employees.

As part of Centric Health's employer health services, our pharmacists are experts in efficient and cost-effective drug therapy. We are committed to working with employers and employees through the provision of the right medication to achieve positive health outcomes. Our involvement with the employer includes:



Centric Health Pharmacies provide exceptional support in the safe and effective use of medications. Our pharmacies provide traditional pharmacy services such as compounding and dispensing medications, as well as many innovative clinical services.

Service Offering

- Consulting services on drug utilization
- Chronic disease management programs
- Individualized medication reviews



Drug Benefit Analysis & Pharmacy Services

Benefits for Employers

- Lower dispensing fees reduce employee drug coverage costs
- Educational health initiatives and chronic disease management lead to healthier and more productive employees
- Specialized pharmacy services improve medication compliance and reduce sick days
- Benefits cost savings through review of drug utilization and drug formulary

Benefits for Employees

- Ongoing support for chronic disease management
- Comprehensive medication reviews to ensure medications are taken safely and appropriately
- Free compliance blister packing to help manage multiple medications
- Free refill reminder service to ensure that medications are taken regularly as prescribed
- Free delivery to either home or office
- Safe disposal of medications and sharps
- Toll-free access to Centric Health Pharmacists anytime during business hours

“

The service is exceptional. The staff are all very friendly and helpful. The pharmacists are very knowledgeable and easy to contact when I have a question or concern about my medication. I'm a loyal customer and Centric Health Pharmacy has my business for life!

- Anon. 2012

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