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## OpenAir Plan — Information Package

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## The OpenAir Plan

Winter is finally behind us, we are coming out of COVID-19 isolation, and Canadians are desperate to get outside to enjoy nature. As we open our cottages, or head to beaches and hiking trails, we want to reduce any impact we may have on local medical facilities. With increasing demand and reduced supply of healthcare services, especially in rural areas, we wanted to create a solution that could help provide the necessary emergency services. With provincial emergency services potentially being overwhelmed with calls, there could be lengthy delays in getting help.

Simpson Group has created the OpenAir Plan, in partnership with TuGo and HealthCare365. Our comprehensive healthcare solution can provide emergency medical treatment you may need even when you are in a remote location. With telemedicine services, medical kits, ambulance evacuation, and emergency medical coverage, the OpenAir Plan protects you and your loved ones wherever you are, 24 hours a day.

The OpenAir plan ensures you are well prepared for a medical emergency. The right medical kit, combined with immediate access to expert nurses and doctors, will ensure you get the medical advice you need to treat many minor injuries and illnesses and reduce the demand on local medical facilities whenever possible.

The OpenAir Plan has been created by Simpson Group, in partnership with TuGo and HealthCare365. Our combined experience ensures you are well prepared for any medical emergency, whether in times of pandemic or when the threat of Covid-19 passes. Your health and wellbeing is our top priority.

### The OpenAir Plan provides:

- Telemedicine Services & Medical Kits
- Emergency Ambulance Evacuation Services
- Emergency Medical Coverage

### Coverage Providers



HealthCare > 365

tugo



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## OpenAir Coverage Details

### Telemedicine Service

Telemedicine is a remote clinical service that provides assessing, diagnosing, and monitoring of symptoms or injuries. This solution will often allow patients in remote and secluded areas to receive care without having to travel to a medical clinic. The HealthCare365 service can upload your medical records so they are available to our medical team when you call. They will be able to guide you through the self-care process by having all your information accessible.

Our team of Nurses and Doctor will assess your medical issue and determine if it is treatable on site or if you need to seek in-person medical care. Our Doctors can write prescriptions when appropriate, which they will send to a local pharmacy.

### Ambulance Evacuation

With remote and isolated locations, it can be tough for emergency services to reach your location in a timely matter. The OpenAir Plan will help in setting up emergency ambulance services for the immediate evacuation of the individual in need. This can be especially helpful if transport between provinces is required. Time is crucial in the matter of an emergency and this service can be the difference in helping provide the treatment required to save a life.

### Medical Kits

It is very helpful to have medical information such as temperature, blood pressure, heart rate and oxygen saturation available for our Medical Team, to assist with diagnosis. Having basic medications on hand means you can treat most commonly occurring issues onsite. We offer two medical kit options. The VitalSigns Kit contains 5 simple to use medical devices, and the Medications Kit contains a selection of over-the-counter (OTC) medications that are listed and numbered so you can easily find them. These medications can be used to treat many common issues and the Doctor will know what you have in your medical kit when you call. The First Aid kit contains a variety of bandages and items for wound management.

The medical kits are ideal to have at your cottage, on a boat or in your car. They can be taken on international trips as well. The medications in the kits can be easily restocked at a local pharmacy.

### Emergency Medical Coverage

TuGo emergency medical coverage will take care of the emergency ambulance services as well as any medication or treatment in the event of an emergency. This can give you the peace of mind that you are covered if the emergency services are needed.

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## TuGo Canada Traveler Information FAQ

### Why do I need travel insurance within Canada?

Not all medical expenses are covered by your provincial health insurance plans. Travel insurance will top up your provincial health insurance to cover any costs not taken care of and provide the following additional benefits.

- **Prescription Drug Coverage**  
Coverage is available for a maximum supply of 30 days for prescription drugs following the initial emergency consultation.
- **Non-Medical**  
If your travelling companion is confined to hospital or transferred to a different hospital, out of pocket expenses are included such as accommodations, meals, phone charges, taxi fare, etc.
- **Ambulance Services and Air Transportation**  
The services of a licensed ground, air or sea ambulance. Fire rescue expenses are also covered if a team is dispatched in response to your medical emergency. At the time of hospitalization, medical air evacuation between medical facilities can be arranged when the first is not equipped to provide the required treatment.
- **Return Home Benefits**  
The cost of stretcher fare or one-way economy airfare to return you to your home province for medical treatment as a result of an emergency. If you are returned to your home province under the Emergency Air Transportation Benefit or the Repatriation Benefit the company will reimburse you to return your excess baggage, a one-way economy airfare for one travelling companion, dependent children or grandchildren and the cost of a qualified chaperone when necessary.

### Who can access the TuGo Plan?

A Canadian citizen, a person who has landed immigrant status in Canada, a person who has a permit to study or work in Canada and must have provincial or territorial government health care plan in place.

### Are there eligibility requirements?

- You are a Canadian resident
- The expenses you incur result from an acute, sudden and unexpected emergency
- The emergency first occurs, and the medical treatment is provided outside of your home province
- You are not travelling against the advice of a physician
- You have not been diagnosed with a terminal condition

## HealthCare 365 Telemedicine FAQ

### How does the Telemedicine Services work?

Health questions can arise anytime. Call a nurse to help figure out what your next steps should be when you are worried about any health conditions. Below is how access to triage nurses, and experienced licensed emergency physicians works with the HealthCare 365 system.

### What's included in the HealthCare 365 Services?

- Health Management Platform: Collect health records, organize & manage your care
- Telemedicine Program: Nurse triage and access to a licensed ER physician
- Telemedicine Kit: Contains supplies and devices that help the caregivers better diagnose and the client provide urgent selfcare

### Who can access the HealthCare 365 Services?

Everyone can access the Telemedicine, both National and International individuals.

### Collect your Records and Manage your Health

- The platform collects your health records from across the health system and consolidates them in one location.
- Clients are empowered to take control of their families' health and have unlimited access to their health records whenever they need them.
- Simplify clinic and hospital visits.
- Experience safer & better healthcare.
- A web app that works on phones, computers and tablets will be available to clients through a secure website, which will also contain instructions as to how to use the service.

### Why do they need my medical records?

Having a proper medical profile can help the HealthCare 365 nurse or doctor provide a more accurate and responsible diagnosis and allow them to provide a better virtual healthcare experience.

There are other benefits to having a proper health record. For example, you have just been in a car accident or had a heart attack. You are unconscious or confused. The emergency response team finds your emergency contacts & information immediately and can start treating you right away.

### What information can I keep track of?

The platform allows you to keep track of conditions, allergies, medications, immunizations, Care team members, family members and appointments.

### How about privacy?

Your privacy is HealthCare 365's number one priority. Any of your personal information stored is subject to our Privacy Policy (A link will be provided).

The platform operates with numerous safeguards to ensure the privacy of your personal information. The portal meets government regulations (PIPEDA, HIPAA & ISO 27001) for security and privacy. The use of industry-leading encryption technologies for all data (used by major banks) to secure your information. In case of a breach, data would be unreadable. They continuously upgrade their systems to ensure that they adhere to the most current standards. Your data is only stored in Canadian Servers.

### Who owns my health records?

Your personal health information always belongs to you. You are empowered to access them, whenever you need.

### How do I contact a nurse and doctor?

You will be given a telephone number to call. Once the call is answered, you will be asked to provide proper identification, including your policy number. That is all there is to it.

A nurse will come on the line to help you and if required, a physician will be available. The service is available 24/7 365 days a year. During nights and weekends, there can be a slight delay in receiving service. If you have internet, you can access the platform through the web app at [www.healthcare365.org](http://www.healthcare365.org).



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## Getting Started with Telemedicine

- Watch the [Introduction Video](#) that explains how the management platform works.
- Register your username, policy number and a password. With your email and password you can now login to [the platform](#).
- Complete the first tasks by setting up your profile with your name and address, your emergency information, and your care team contacts (your GP, and most important personal contacts, your medical professionals, your medical facilities). Once you have added this information you can request your records.

### Steps

1. Complete a personal health profile: Enter important information about allergies, medications and/or conditions that the nurse may need to know. This will speed up the process in case of an emergency. The platform meets our privacy and security guidelines including US HIPAA, Canadian PIPEDA and ISO 27001.
2. Contact Canadian nurses anytime, from anywhere. The medical team will conduct a comprehensive assessment of the medical concern within minutes following best-practice Schmitt-Thompson triage protocols.
3. Physicians on Call: When required, a physician will be brought into the conversation to provide a higher level of triage and support. The physician will have access to a list of the medications available in the Telemedicine kit and can prescribe medications from it, or from a pharmacy, when appropriate.
4. HealthCare 365 will follow up to close the loop. They ensure the reason for the call has been resolved and any medical information gets sent back to the caller's care providers for follow-up.



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## How do I add medical team members?

The platform allows you to keep track of all your care team members and care facilities. Click on the [Care Team Information button](#) to get started. Add information about your personal contacts, health providers, and care facilities such as doctor's offices or pharmacies. Fill in the required information about each care team member and remember to save each entry. You may add as many different care team members and facilities, as necessary.

## How do I set up my emergency card?

You can provide first responders with access to your medical records in case of emergency.

1. Click on the [Emergency Setup button](#) to view the Emergency Access Control Panel.
2. In the Control Panel, allow emergency access by changing the [Activate Emergency Access setting to On](#). Activating emergency access will generate a unique Emergency Access ID and Emergency Access PIN that can be used to access a view-only version of your cumulative patient profile. Your Emergency Access ID and PIN, as well as emergency information (such as allergies or other information a first responder might need to know) can be found on your emergency access card.
3. Click the [Print Access Card button](#) and store the access card in your wallet. If you lose your Access Card (or your whole wallet!), log back into the platform and click the Regenerate ID/PIN button to reset your emergency access and keep your health information secure. To add trusted contacts to your profile, click on the [+Create button](#) to add a new emergency contact. Enter your emergency contact's personal and contact information and click.
4. Save once completed.



## Telemedicine Kits

OpenAir Medications Kit		
Prescription Medications - MUST call PRAXES on-call doctor to issue		
PRAXES Medical Kit #2: OTC Medications		
#	Product Name	Units
Allergy Medications		
43	Epinephrine 0.3mg/dose Epi-Pen	Auto-injector Pen
13	Diphenhydramine 25mg,(Benadryl)- Box of 12	Box of 12
64	Cetirizine 10mg	Box of 20 Tabs
22	Hydrocortisone Cream 1% 15g	Tube
Anti-Infectives		
5	Polysporin Triple Antibiotic Ointment	Tube
25	Polysporin Ophthalmic Drops (15ml)	Bottle
Gastrointestinal		
3	Ranitidine 150mg Tablets (Zantac)	box of 24 Tabs
Nausea and Vomiting		
33	Dimenhydrinate 50mg Tablets (Gravol)	box of 30 Tabs
52	Gastrolyte (Oral re-hydration -box of 10 pkg)	1 Box of 10 pkg
Pain		
28	Acetaminophen 325mg Tablets(Tylenol)	Box of 24 Tabs
36	Chewable Aspirin (ASA) 80mg or 81 mg tablets	Blister pack of 10 Tabs
35	Ibuprofen 200mg Tabs(Motrin/Advil)	Box of 50 Tabs
29	Methocarbamol 500mg Tablets(Robaxacin)	Box of 18 Tabs
Respiratory		
67	Aerochamber	1 Unit
4	Salbutamol (Ventolin) Inhaler (P)	1 Unit
Cough and Cold		
17	Decongestant ND-Eltor 120mg Tablets (12 tabs/box)	12 Tabs
Diabetes		
51	Dex 4 Oral Glucose	1 Bottle

OpenAir First Aid Kit	
Product	Units
Plastic Strip Bandage, Large, 7.5 x 2.5cm, 25/Box	1
Gauze Pads, 7.5 x 7.5cm	16
Gauze Roll, 5cm x 4.5m	2
Compress Bandage, 10 x 10cm	2
Triangular Bandage, c/w Pins, 94 x 94 x 130cm	6
BZK Antiseptic	12
Towelettes	
Hand Cleansing Towelettes	24
Bio-Hazard Red Bag, 60 x 60cm	1
CPR-Aid Disposable Shield, Single Use	1
Cloth Tape, 2.5cm x 2.25m	1
Economy Scissors, 10cm	1
Economy Forceps, 9cm	1
Assorted Safety Pins	12
Disposable Nitrile Gloves, Large, 1 Pair/Bag	2
Pencil	1
First Aid Pocket Guide, Bilingual	1
Accident Record Book	1
Plastic P16 Box, 24 x 18 x 8cm	1

OpenAir VitalSigns Kit		
#	Product	Units
209	Blood Glucose Monitor (comes with 10 test strips)	Contour Next
211	Lancets for Blood Glucose Testing	Each
212	Digital Thermometer	1
	Thermometer covers	1
	Alcohol swabs	box of 100
213	Oxygen Saturation Monitor	1
214	Digital Blood Pressure Monitor	1