

# Medical Confidence™

Our commitment to support our clients' needs during a difficult time will deliver real results that matter!



“An RBC Insurance client who is receiving group Long Term Disability benefits was referred to a specialist to see if surgery is required for recovery. The wait time was 18 to 24 months, which is not unusual for that region. We approached Medical Confidence to see what they could do to help; they consulted with the client and their family doctor, and provided a short list of other specialists in their area who can see patients sooner. Within six weeks there was a specialist appointment arranged, this time with a timeframe of 4 to 6 months. Now that RBC Insurance has partnered with Medical Confidence, we have helped shorten our client's wait for care by at least a year.”

*RBC Insurance Disability Claims  
Specialist*

If you have individual disability, critical illness or group disability insurance, this unparalleled value add may be a life changer.

## Your Confidence in Service

### Medical Confidence™

Provides your clients with the information they need to understand their medical condition as well as access to the proper care and treatment within an appropriate time frame. Some benefits include:

- Timely access to care and treatment
- Access to the appropriate physician specialists
- More accurate diagnosis
- Shortened recovery time

### Medical Confidence™ Service

Provides individual disability, critical illness or group disability insurance with Canadian healthcare navigation services.

- One-on-one support from a Registered Nurse
- Over 5,500 Canadian physicians qualified
- Identifies 2-3 MedConfidence specialists with the right skills and availability, from a network of over 5,500 Canadian physicians specializing in over 800 areas of sub-specialization
- Helps secure the first available appointment and guidance to prepare for it
- Works with primary care practitioners
- Aligned with the Canadian Health Act

**In order to take advantage of this exceptional service, please contact your Disability Claims Specialist at time of claim. If your employee is off work and has not yet submitted a claim, please contact one of your dedicated Service Managers at [claimservice@rbc.com](mailto:claimservice@rbc.com) or 1-877-519-9501, ext. 4166434946.**



## Insurance

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