



LifeJourney™

Health and wellness for today's employees.





LifeJourney services

Care advocates create specialized care plans built on services that can help address numerous issues.



Virtual primary care



Legal and financial assistance

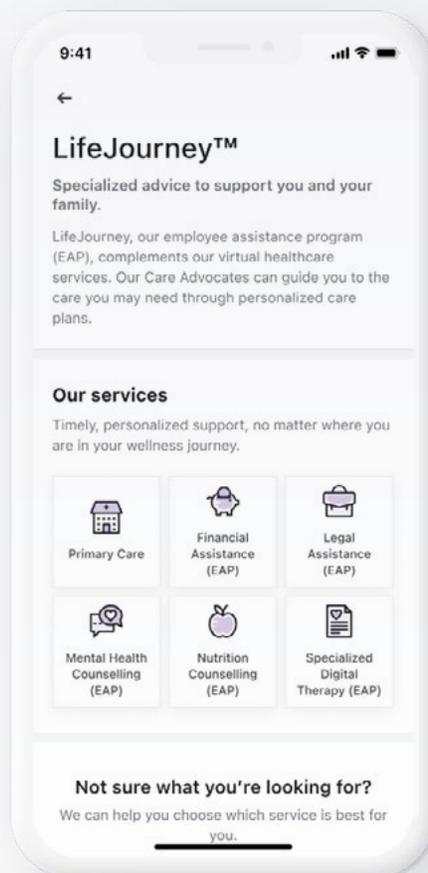


Nutritional counseling

Child and elder care services



People management services



Mental health counselling



Specialized Digital Therapy

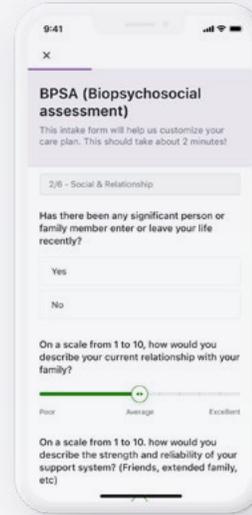


Wellbeing resources

How it works.

Intake form

Our intake process measures various dimensions of wellness, either completed by the plan member by filling a form under a few mins or obtained through an interview with the care advocate.



9:41

X

BPSA (Biopsychosocial assessment)

This intake form will help us customize your care plan. This should take about 2 minutes!

2/6 - Social & Relationship

Has there been any significant person or family member enter or leave your life recently?

Yes

No

On a scale from 1 to 10, how would you describe your current relationship with your family?

Poor Average Excellent

On a scale from 1 to 10, how would you describe the strength and reliability of your support system? (Friends, extended family, etc)



Care advocate

Our care advocates are trained professionals dedicated to providing compassionate, personalized care at every step of the health journey.

Credentials:

- All have bachelor's in health-related fields (nursing, psychology, social work, kinesiology, etc.)
- All have experience working in multi-disciplinary clinical environments and in the insurance/disability fields
- All are equipped and committed to providing integrated holistic care

Virtual primary care

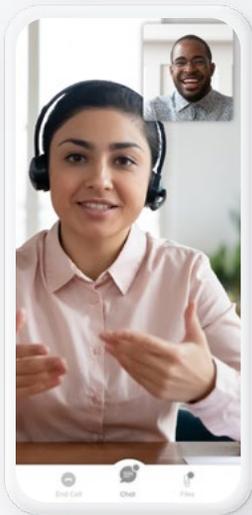
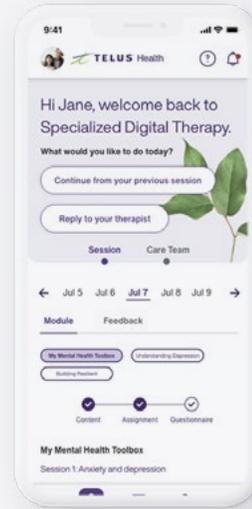
Our virtual primary care platform can guide users to solutions for acute and chronic physical health conditions ranging from dermatological issues to infections.



Mental health

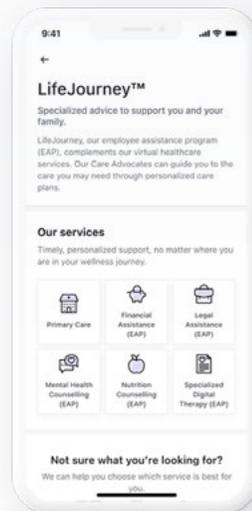
Guided by health care professionals, our confidential and convenient online mental health care offerings include:

- Specialized Digital Therapy
- Mental health counselling (solution-focused)
- Personal crisis management



Nutritional consultations

LifeJourney offers appointment-based nutritionist services which help optimize well-being, including nutritional consultations.



Work/life balance

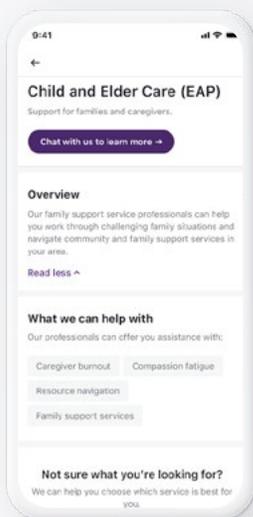
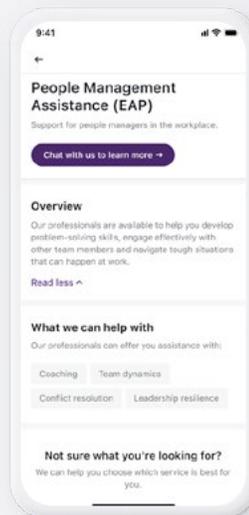
Our work/life offerings provide convenient access to support for various life milestones, including:

- Legal assistance
- Financial assistance

People management assistance

Our professionals are available to help you develop problem-solving skills, engage effectively with other team members and navigate tough situations that can happen at work.

- Coaching
- Team dynamics
- Conflict resolution
- Leadership resilience



Child and elder care

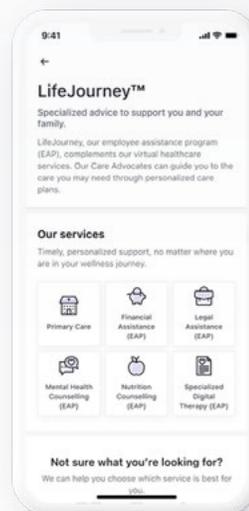
Our family support service professionals can help you work through challenging family situations and navigate community and family support services in your area.

- Caregiver burnout
- Compassion fatigue
- Resource navigation
- Family support services

Wellbeing resources

Focused on prevention, these resources were designed to educate, engage and inspire people to help improve their wellbeing through changes in their habits and behaviour.

- Wellbeing assessment and score
- Personalized content library





Patient journey



Sari's journey

Sari is a 33-year-old Marketing manager who has celebrated many milestones in her LifeJourney this year.



New job

Sari lands her dream job at a software company that offers LifeJourney as part of their benefits package. She activates her account and becomes a member right away.



Dealing with depression

Sari has been struggling with symptoms of depression and is missing a lot of work as a result. A care advocate recommends a virtual mental health counselling session.



Planning for a new home

Sari is looking into purchasing her first home. A care advocate books an appointment for her to speak with a financial consultant. Sari leaves the meeting with a plan to save for her new home.



Rash decision

Sari develops a rash on her arm. A care advocate connects her to a healthcare professional on TELUS Health Virtual Care who can consult with a dermatologist to propose a treatment plan.



New eating habits

With the stress of the new job, Sari's eating habits have not been the healthiest. A care advocate books an appointment for her to consult with a nutritionist who will be able to guide her and encourage her to make healthier choices.



Inspired by the changes she made to her nutrition habits, Sari completes the Wellbeing Assessment to have a more holistic view on her wellbeing. She leverages the curated content library for additional resources that will help her engage in healthy habits in a consistent way.



Learn more at telushealth.com/lifejourney