



Virtual healthcare:

Health and wellness support,
for you and your family.





Going **beyond primary care.**

TELUS Health's virtual health portfolio offers a broad range of innovative, integrated services that can make a difference in the health and wellness journey of employees and their immediate family.



Virtual Care –
compassionate, human
care.

Conveniently connect with
a clinician, right from your
smartphone, desktop or tablet,
24/7 anywhere in Canada.



LifeJourney – advanced
digital employee
assistance program.

Personalized support for mental
health, nutritional well-being,
and financial and legal aid.



**Specialized Digital
Therapy** – guided
mental health therapy.

A wide variety of digital
treatment paths delivered at
the pace you choose to fit your
lifestyle and availability.



Wellbeing Resources
– prevention through
healthy habits.

Empowers you to live a healthier
life by adopting positive lifestyle
changes.

Activate your account.

- 1. Visit telushealth.com/vcportal** and click on the “Create your Account” button.
- 2. Sign up** using your group number and personal coverage identifier. You can also download the TELUS Health Virtual Care app via the App Store or Google Play. Once you've activated your account, you will be able to add your family members.
- 3. Initiate a consultation.** On the app's home screen, tap the “Start a consult” button to be directly and immediately connected to a registered nurse. The nurse will ask questions to understand your concerns and history, and will then connect you with a nurse practitioner as needed.

TELUS Health Virtual Care: **Compassionate, human care** – every step of the way.

With TELUS Health Virtual Care, you have 24/7 on-demand access to a broad range of healthcare professionals. From primary care to mental health and allied health support, our dedicated team of clinicians addresses your health needs through encrypted text and video consults, where and when you need it, across Canada.



How Virtual Care can help.



General medical advice

Use Virtual Care for health-related questions anytime and anywhere they need it, across Canada.



Prescriptions

New and refill prescriptions can be ordered through Virtual Care. After the text / video consult, nurse practitioners send the required prescription directly to your preferred pharmacy to be picked up at your convenience.



Specialist referrals

For things that require it, Virtual Care clinicians can make referrals to specialists, including for dermatologists, cardiologists, neurologists, etc.



Lab work requests

Requests for lab work (i.e. bloodwork and urine samples) are emailed directly to you so you can take it to a lab that is convenient for you.



Diagnoses

Approximately 85% of consults are resolved directly on the app without the need for an in-person follow up.



Mental health

All our clinicians are trained in primary mental health support, including counselling, the initiation or refill of a mental-health related prescription, and psychology or therapy referrals. Our clinicians can also receive mentorship from a psychiatrist to offer deeper mental health expertise, helping to provide support while you wait for in-person psychiatry appointments.

LifeJourney: Health and wellness for you and your family.

You now have access to LifeJourney™, an evolution of an employee assistance program (EAP) that is designed to help support all aspects of your health and wellbeing. LifeJourney offers 24/7 virtual access to compassionate care advocates who are there to support you with guidance and personalized care paths throughout your wellness journey.

How it works.



Intake form

Our intake process measures various dimensions of wellness. You can either fill out our form, or a care advocate can complete it after a brief interview.



Care advocate

Our care advocates have clinically relevant experience and are equipped and committed to providing integrated holistic care plans with services that can help address numerous issues.



Mental health

Our confidential and convenient online mental health care offerings include:

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



Work/life support

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

- Legal & financial assistance
- Nutrition counselling
- Child and elder care
- People management assistance





Specialized Digital Therapy: A simple and practical **self-guided approach** **to mental health** support.

Specialized Digital Therapy matches you with a care manager and a therapist who will customize a program and provide therapeutic support throughout your entire wellness journey.

You can complete your program at your own pace, without having to coordinate with your therapist's schedule and following an approach tailored to your needs and preferences. After the 12-week program with your therapist, you will have access to the platform to review content for another 40 weeks.



Accessible

Our service is available bilingually across Canada, 24/7 with support through phone, email and chat.



Confidential

All data is stored in Canada and adheres to all privacy and security regulations.



Effective

9 out of 10 respondents showed significant improvement in symptoms. 75% of respondents showed an average of 40% reduction of symptoms.*



Engaging

Our sessions are robust, visually stimulating, tailored modules.

Getting started

To register for your account, go to www.digitaltherapy.telushealth.com or start a consultation with a nurse or a care advocate and ask for more information about Specialized Digital Therapy.

Wellbeing: Prevention through **healthy habits.**

Our wellbeing resources are designed to educate, engage and inspire you to help improve your wellbeing through changes in your habits and behaviour.

How it works.

We invite you to start with a Wellbeing Assessment, a self-serve evaluation, to gain a better understanding of your habits and lifestyle, and the impact those habits are having on your overall wellbeing.

The Wellbeing Assessment provides insight into four of the key chronic disease risk factors, and produces a score unique to you, which is a visualization of that person's overall wellbeing that can determine the lifestyle areas that may need a change.

The assessment is complemented by a content library designed to help you create and maintain healthy habits; the library features a curated selection of articles divided into the categories originally used to assess your score.





Questions? help@vc.telushealth.com

Offered by:

