

# TELUS Health LifeJourney: What you need to know.

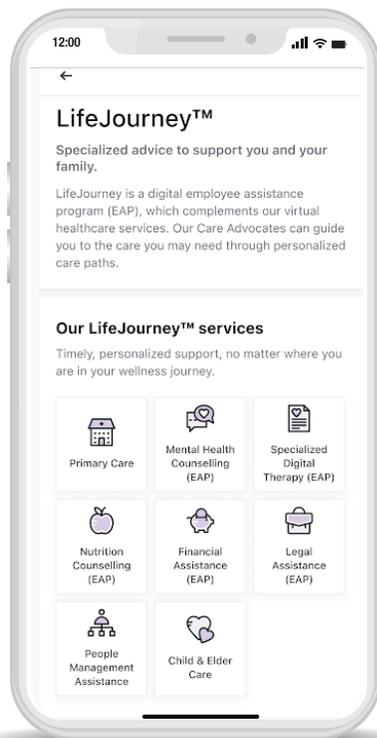


You now have access to LifeJourney™, an evolution of an employee assistance program (EAP) that is designed to help support all aspects of your health and wellbeing. LifeJourney offers 24/7 virtual access to compassionate care advocates who are there to support you with guidance and personalized care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

## How it works

### Care advocate

Connect with our care advocates who are trained healthcare professionals committed to providing quality, holistic care.



### Intake assessment

Complete our optional biopsychosocial assessment measuring various dimensions of wellness.

### Primary care

Access our virtual 24/7, on-demand primary care for ongoing health support whether it's a prescription, a specialist referral, a diagnosis or more.

### Mental health

Solution-focused mental health support through virtual counselling, guided learning online therapy (dCBT) and personal crisis management.

### Work/life balance

Convenient access to support for different stages of life, including legal and financial assistance, nutritional counseling and child and elder care.

### Wellbeing resources

Focused on prevention, these resources are designed to help you improve your wellbeing through lifestyle changes.

## What's included:



Service	Description	Estimated wait time	Number of sessions included
<b>Intake</b>	Video consult or chat with a care advocate to develop a personalized care path.	On-demand	Unlimited, as clinically relevant.
<b>Primary care</b>	Virtual primary care with a nurse or nurse practitioner via video consult or chat.	On-demand	Unlimited, as clinically relevant.
<b>Work/life balance</b>	Legal and financial assistance with a lawyer or financial professional, nutrition, child and elder care services, and people management assistance support with a professional via video consult or chat.	Scheduled appointment	1 hr/concern/year. Additional sessions available out of pocket.*
<b>Mental health</b>	Personal crisis management with the help of a nurse or nurse practitioner via video consult or chat.	On-demand, between 45 and 120 seconds.	Unlimited, as clinically relevant.
	Guided learning online therapy (dCBT), an independent online program supervised by a mental health provider.	Same day access. Feedback on modules within 72 hrs.	1 module (9 to 14 weeks)/ concern/year.
	Mental health counselling (solution-focused) via virtual appointment with a mental health provider.	Scheduled appointment, within 24-48 hrs.	Based on a clinically appropriate model for a fast resolution of a situation. Additional sessions are available to the employee out of pocket.**
<b>Wellbeing resources</b>	Access a self-directed wellbeing assessment and curated library of content, all geared towards improving your wellbeing.	N/A	Unlimited

\*Most extended health plans cover out of pocket expenses.

\*\*Additional sessions are available to the employee out of pocket.

Have questions? Contact us at  
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