

Overview of your covered services

Mental health and well-being support.



Overview

Connect with counsellors for support with depression, self-esteem, anxiety, work stress, grief and loss, and a variety of other topics. This program is completely confidential, voluntary and accessible whenever you need it. Choose your counsellor based on clinical fit, cultural background, language, therapy approach and more. Registered nurses, dietitians, coaches and trained experts are also here to help you navigate all aspects of life and achieve your personal goals. This includes getting access to career advice, health coaching, support with transitions like pregnancy, help navigating legal issues, financial coaching and more!

How to register on GreenShield+

1. Scan the QR code below or go to app.greenshieldplus.ca.
2. Follow the instructions.

Having trouble? Find help in our support centre at greenshieldplus.zendesk.com.

Need support?

Speak with the customer care team via email at support@greenshield.ca, or call 1-833-707-4747 for general questions or crisis support.



Log into your GreenShield+ account to access all your services.

greenshield.ca



Mental Health and Well-being Support.

Mental Health Counselling

With our personalized matching algorithm, find the right care provider for your unique needs and preferences.

- Individual counselling
- Couples counselling
- Connect with counsellors via video chat, audio or in person

Legal and Financial

Get professional financial and legal advice to empower you to make the right decisions. You may reach out for legal and financial assistance as often as required.

- Budgeting, investing and retirement planning
- Credit management, mortgage planning and taxes
- Family conflict
- Wills and estate planning
- Criminal matters
- Consumer concerns and property law

Health and Nutrition

The mind and body are connected. Our dietitians and health professionals are here to help you feel your best.

- Nutrition advice
- Illness and disease management
- Smoking cessation
- Weight management
- Preventive health and well-being support

Work and Career

Our career consultants are ready to help you take your career to the next level.

- Professional development
- Career transitions
- Workplace stress or conflict
- Adapting to a changing workforce

Life Transitions

We all experience change. Get support through it all with our health team.

- Becoming a new parent and navigating childcare
- Family planning
- Eldercare support
- Relationships
- Moving homes
- Parenting kids and teens



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greenshield.ca

Overview of your covered services

Telemedicine.



TM



Overview

Speak with a Canadian-licensed general practitioner by pressing **Book a Consultation**. Enter your symptoms and connect in minutes with a general practitioner via secure messaging, audio or video chat. Receive medical advice, prescriptions and more.

How to register

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If you have an iOS or Android device, you can download the GreenShield+ application. GreenShield+ is available via any modern web browser.

Want to add your family members to Telemedicine?

Visit the patient profiles tab, and create a profile for your eligible dependent. You will be able to share coverage with your dependents and seek care on their behalf.

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Telemedicine

- Direct access to general practitioner visits for you and your eligible dependents
- Chat with general practitioners online, available 24/7/365 within minutes
- Connect via your phone, tablet or computer, with care available 24/7/365
- Seek care for common infections, skin issues, cough/cold/flu symptoms, headaches and more
- Receive medical advice, digital prescriptions, lab requisitions, diagnostic imaging requests and specialist referrals at the discretion of the provider

Accessing care is as easy as 1-2-3

1

Press **Book a Consultation** and enter your symptoms

9:41

Book a Consultation
Step 3 of 4

Details

Details of Visit

Each request is carefully reviewed by our general practitioners. Be sure to include as much information as you can. The GP will determine if your concern can be treated virtually, and if not, you will be notified to seek care in person.

What are your symptoms? *

Choose at least one option.

- cough / cold / flu
- chest pain / shortness of breath
- vomiting / diarrhea / constipation
- sexual health issues
- allergies / allergic reaction
- minor injury / joint pain
- fever
- ear / eye / throat / urinary infection
- skin problem


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Connect with a general practitioner

9:41

Your consultation with Dr. Michael Carlson will begin shortly.


Dr. Michael Carlson

Location
Ontario

Specialties
Family Medicine

Education
University of Toronto

Experience
16 years

Bio
Dr. Michael Carlson is a family and emergency physician with more than 15 years of experience practicing primary care and hospital based medicine. He received his Doctor of Medicine from the University of Toronto and is now a lecturer at the Faculty of Medicine.

3

Receive advice, prescriptions and more

9:41

Dr. Michael Carlson

Learn more about your plan [View](#)

Dr. Michael Carlson 12:36 PM

Thank you for adding context. Are you available to video-chat to discuss further?

You 12:36 PM

Sure!

Delivered

Diagnosis
Asthma

Prescription for Sarah Matthews
Albuterol (Ventolin)
4 puffs, every 4 to 6 hours as needed

You accepted this prescription

Type a message...

Send



Log into your GreenShield+ account to access all your services.

greenshield.ca

