

Virtual Care

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# Services Overview

Personalized care.  
Premium service.



# Who we are

We're a national network of highly skilled medical professionals dedicated to improving patient outcomes and helping Canadians lead happier, healthier lives.

From preventive health to primary care, mental health, occupational health and beyond, our over 800-member team has the medical expertise, experience and know-how to provide you with the care you need, all along your wellness journey.

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# What we offer

In addition to the services provided at our TELUS Health Care Centres across the country, we offer on-demand care 24/7, 365 days a year with our Virtual Care application, accessible via your smartphone, tablet or computer.



## Personalized care, at your fingertips

We'll connect you with one of our friendly, knowledgeable clinicians so that you can get personalized medical support via encrypted chat or video.



## For you and your loved ones

Membership includes immediate family members (spouse and dependents under 26 years of age), so that the whole family can stay healthy at all times.



## When and where it's needed

Service is available around the clock, every day of the year, whether you're at home, at work or on vacation – no appointment required.





## How it works

You can subscribe to our Virtual Care service through the following plans:

- LifePlus program
- Young Adults Prevention program
- Kids Health program
- Year-round care
- Employee wellness programs
- Occupational health services

### Step 1

Contact us to get started and we'll send you a unique registration link via email.

### Step 2

Download the app using the unique registration link.

### Step 3

Simply fill out the information and connect with our on-demand care team.





# Services offered via Virtual Care

Our Virtual Care team will have encrypted access to the medical notes from your previous virtual consults.

They'll be happy to assist you with any of the following conditions:

- Cold or cough
- Sore throat
- Allergies
- Asthma
- Hypertension
- Gastrointestinal issues
- Skin conditions / insect bites
- Prescription refills
- Mental health concerns
- And more

For all urgent issues, please visit your nearest hospital or call 911.





“ I just wanted to say how grateful I am for your services. Our son had a rash; one quick call by the clinician and the prescription was faxed to the drugstore. What a world we live in! ”

– Shawna O., Toronto, ON



“ Each step was easy and seamless, and each health professional was caring, considerate and extremely helpful. To have a referral, lab work and results in 3 days is quite awesome. ”

– Kim G., Waterloo, ON

## The TELUS Health difference

### Increased access and continuity of care

Our integrated set of care services and latest technologies, spanning both physical and virtual care on demand, will help you save time and get greater access to quality care and to a first-class medical experience, anywhere, anytime.

### Full suite of services

Our end-to-end suite of technology-enabled health and wellness solutions – from preventive health assessments to nutrition, genetic testing, mental health and more – connects you with a vast network of healthcare providers and continued reliable service. That means you can feel safe and adequately supported throughout your health and wellness journey.

### Profound insights

Our electronic medical systems with numerous data points and deep analytical capabilities help deliver more accurate and timely diagnoses and facilitate collaboration between your different healthcare providers, so they can provide the absolute best care for you and your loved ones.





Take the first step in  
your journey towards  
better health.



**Contact our team**

Toll-free number  
1-800-361-3493  
[telushealth.com/carecentres](https://telushealth.com/carecentres)