



# TELUS Health Virtual Care

Compassionate, human care, every step of the way.

At TELUS Health, we believe that human interactions are integral to the health and wellness of your employees, so we focus on creating remarkable health outcomes by putting the person at the center of their care.

With TELUS Health Virtual Care, your employees gain on-demand access to live healthcare professionals who focus on the human experience right from the start. From primary care to mental health and allied health support, our dedicated team of clinicians addresses the health needs of your employees and their family through encrypted text and video consults, where and when they need it.<sup>1</sup>

## Attract and retain top talent.

**24/7 access to personalized physical and mental health care** from anywhere at any time<sup>1</sup> for your employees and their immediate family members<sup>2</sup> - with no cap on the duration or number of consults.



**77% of employees** would consider changing jobs for an employer offering the same pay but better well-being support.<sup>3</sup>

## Curb absenteeism and encourage productivity.

Our virtual care service sees **over 70% of virtual consults completed during work hours** (8am-6pm).<sup>4</sup>



**More than 80% of consults** are resolved through the app without needing an in-person visit.<sup>4</sup>



### The top three reasons for consults on TELUS Health Virtual Care are<sup>4</sup>:

1. Skin issues
2. Respiratory problems
3. Mental health concerns

## Patient-centric care, with continuity.

TELUS Health Virtual Care is Canada's first service to enable the sharing of health information with other healthcare professionals – when authorized by the employee - to facilitate collaboration and deliver more patient-focused care.



Each step was easy, seamless and each health professional I dealt with was caring, considerate and extremely helpful. To have a referral in process, lab work and then results all within three days is quite awesome.



**Kim G.,  
Waterloo, ON**

## Personal interaction with an extensive network of healthcare professionals.

Health and wellbeing matter to your employees. Show them it's a priority you share as their employer. Your TELUS Health Virtual Care program will be customized for your company, including employee onboarding, ongoing engagement initiatives, personalized communications and friendly customer support.



Medical advice



Prescriptions



Referrals



Mental health support



Imaging



Diagnosis



Lab work



Allied healthcare



In-house specialists

Show your employee they're your #1 asset.

[telushealth.com/virtualcare](https://telushealth.com/virtualcare) | [virtualhealthcare@telus.com](mailto:virtualhealthcare@telus.com)