

Preparing for your upcoming in-person visit to TELUS Health Care Centres



To help keep you safe during COVID-19, we have new guidelines in place:

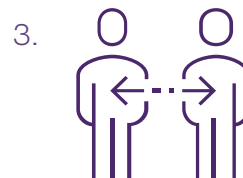
- Please arrive on time for your schedule appointment, and come alone whenever possible
- If the appointment is for a child, please have only one parent or guardian accompany them (when possible, leave other children at home)
- Please note that we may not be able to accommodate late appointments due to additional cleaning and sanitizing procedures required
- When you arrive at the centres, please be mindful of the following safety precautions*



Please wash or sanitize your hands



Please put on a fresh mask provided by the centres



Please maintain a safe distance (two metres) at all times



Please notify us if you have recently travelled outside of Canada

If you are concerned that you have been infected or exposed to COVID-19:

- Please advise our team as soon as possible and avoid showing up to the centres without an appointment
- Stay home if you are sick to avoid spreading illness to others
- Call 8-1-1 if you start having symptoms. If you are unsure whether your symptoms meet the criteria for COVID-19, please call our centres and talk to a member of our team. We will provide guidance based on your risk and symptoms
- Please wear a mask

*You may also require a temperature check at the time of arrival, depending on your location

Contact our team

Toll-Free Number:
AB and BC: 1-888-922-2732
Other provinces: 1-800-361-3493
telushealth.com/carecentres

Need urgent or emergency care?

Crisis text line: 45645
Emergencies: 911

