

Personalized 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



## Personalized individual and family care

We take the time to understand your needs and healthcare goals. It's how we help support, guide, diagnose or manage existing conditions, prevent illness and serious diseases, and optimize your health for vitality and longevity.



## On time and unhurried

All our appointments run on time, so you can get the dedicated, unhurried care you deserve. We even have a convenient on-site laboratory, so you can save time by getting tested during your health assessment.



## Expert collaboration

As part of the TELUS Health family, we're committed to innovation, collaboration and excellence. Each care centre is staffed by renowned physicians, dietitians, kinesiologists and other key providers to help you through your healthcare journey.



## Best-in-class technology

In addition to advanced facilities and the latest diagnostic technology, we offer 24/7 virtual care, automated appointment reminders, and online access to healthcare information to optimize your experience with us.





# Member Services

We believe in the power of prevention, early detection and timely intervention. That's why we work with every client to develop personalized health and wellness plans that help deliver the best possible healthcare outcomes. From periodic health assessments to ongoing care programs, our collaborative approach ensures that you get quality care every step of the way.



## LifePlus program

Our renowned LifePlus program is an ongoing primary and comprehensive healthcare program that allows clients to benefit from a dedicated team of professionals from different medical disciplines – 24/7, 365 days a year.

## Comprehensive Health Assessment

The Comprehensive Health Assessment is a physician-led, head-to-toe assessment, which includes complete evidence-based screening and diagnostic tests as well as in-depth medical, dietary and fitness evaluations.

## Kids Health program

The Kids Health program is designed to proactively help children develop to their full physical, mental, behavioural and academic potential. We closely track and monitor your child's health and development through prevention-focused health screenings, proactive education, and regular age and stage check-ups to ensure that developmental milestones are being met and that your child is thriving.

## Young Adults Prevention program

Our Young Adults Prevention program combines an annual multidisciplinary health risk assessment along with timely, unhurried, year-round care to help put young adults on the path to mental and physical wellness. This program offers a greater understanding of long-term health risks based on family history and lifestyle.

\*Check your local Care Centre for availability.

# Other services

Accessible by anyone at hourly rates or one-time fees, these services are a great way to meet our experienced team. Choose from our top-notch offering in any of these areas:

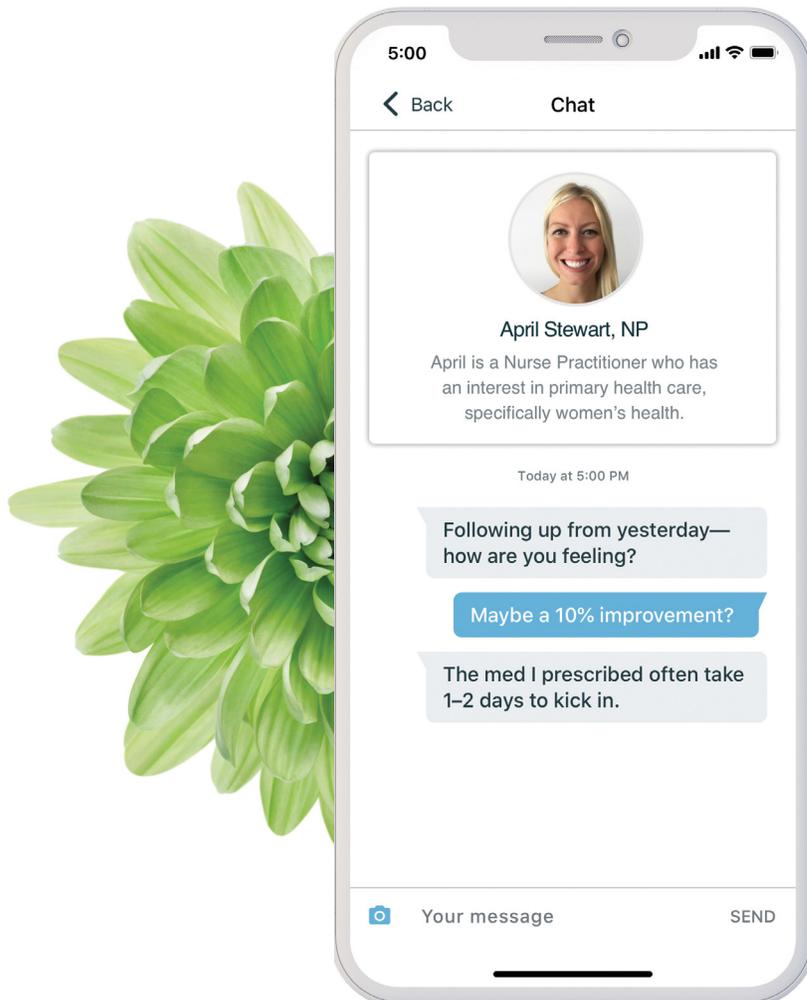
- Mental health
- Physiotherapy
- Nutrition counselling
- Massage therapy
- Chiropractic services
- Personal training

## Genetics

Thanks to scientific and medical advancements, we now have the ability to understand your unique genetic make-up and biomarkers – arming you with the information you need to make informed decisions about your well-being.

## Virtual care

In the wake of COVID-19, having virtual access to care has never been more important. Gain on-demand access to a clinician 24 hours a day, 365 days a year, from anywhere in the world.





“ I have a lot to be thankful for – a wife and two healthy, grown children, a supportive work environment, and, thanks to a recent preventive-health based assessment, a properly functioning heart. ”

– Ian Gray, Salmon Arm, BC



“ Living in a remote corner of BC, only accessible by boat or plane, I need unique healthcare. It’s nice to have the option to check in by phone. Everybody should have this. ”

– Anna Christensen, Sechelt Inlet, BC

## 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.

Where to find us:



**Contact our team**

Toll-free numbers  
Alberta and British Columbia:  
1-888-922-2732  
Other provinces: 1-800-361-3493  
[telushealth.com/carecentres](https://telushealth.com/carecentres)