

Welcome to on-demand virtual care - anytime, anywhere.

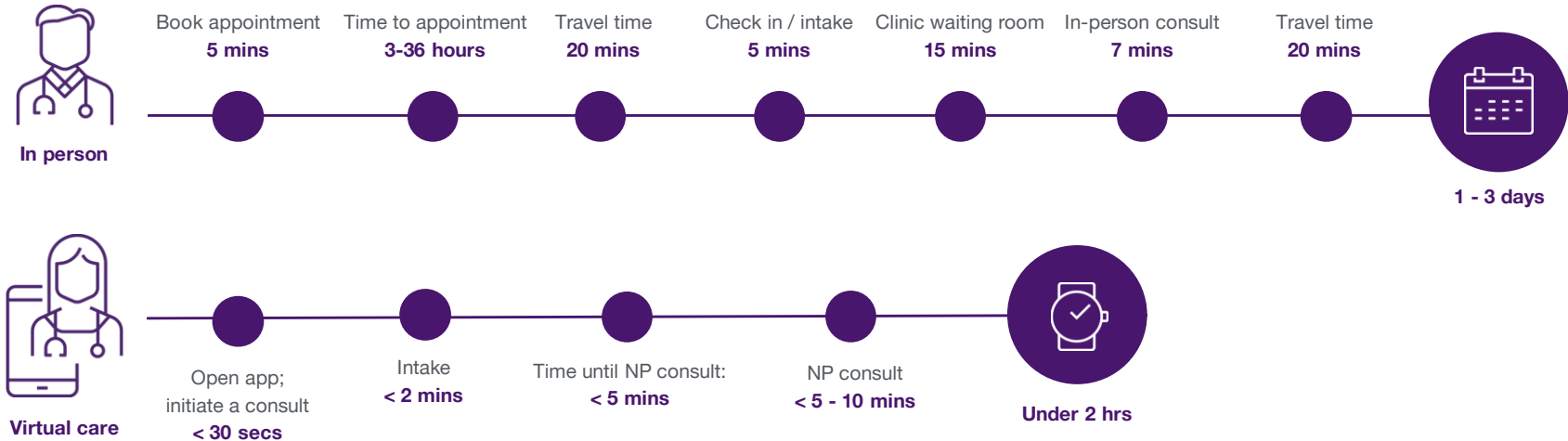
Presented to: West Vancouver School
District

Date: June 6th 2022



TELUS Health Virtual Care

In-person vs virtual: a sample health journey



73% of consultations are initiated during **the work day**.

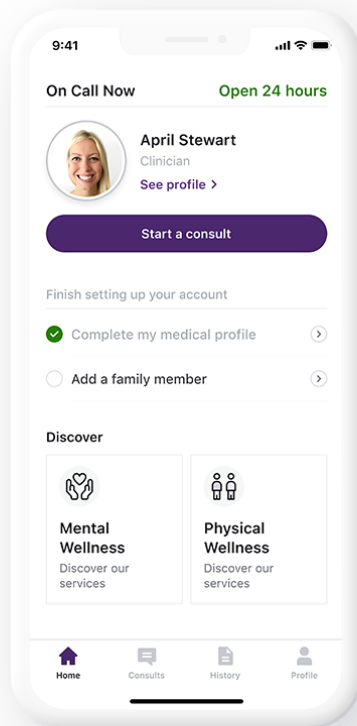
Without virtual care, 72% of patients would have gone to walk-in clinic, 19% to their family doctor, and 12% to the emergency.

Providing ongoing healthcare when needed

- Health system / electronic medical records (EMR) integration
- 24 hours per day, 7 days a week
- National coverage
- French and English



The nurse practitioner was amazing. It is so easy to use and saved me from driving and waiting at a walk-in clinic. The closest one to my house is at least 20 minutes away, not to mention the wait. This really makes things so much easier and I love the 24/7 availability.



Prescription



Diagnosis



Lab



Referrals



Advice



Imaging



Mental health
care

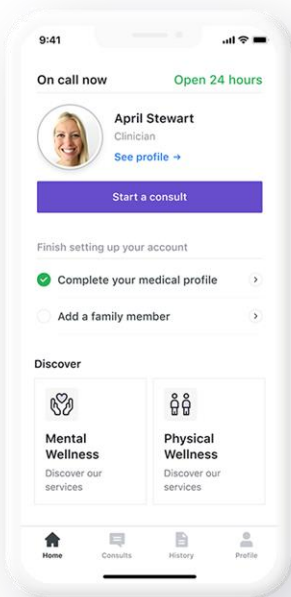


Forms and case
management

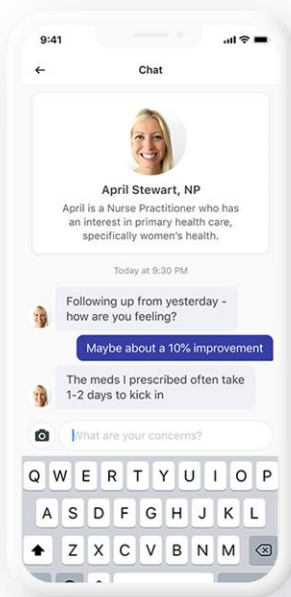


Specialist
appointments

Care, right on your phone, wherever you are



On-demand consults



Real time text

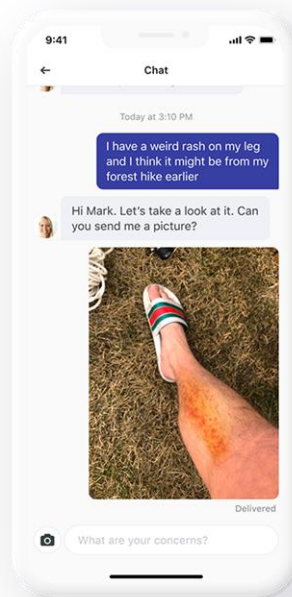
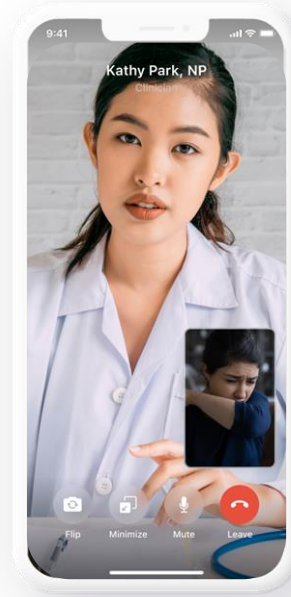
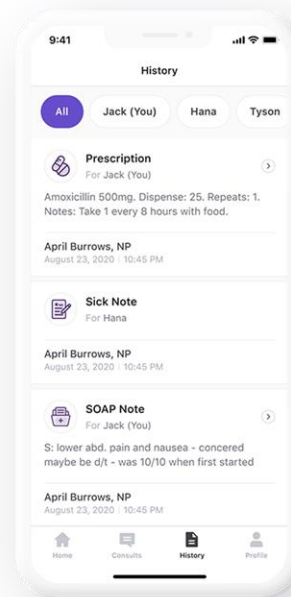


Image transfer

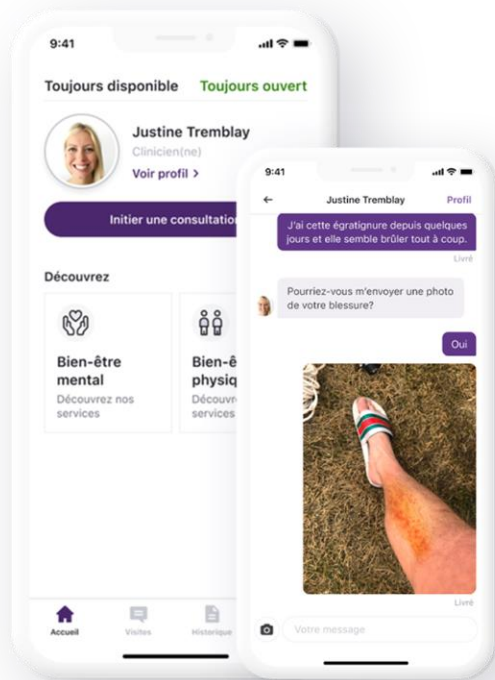


Secure video



Health records

How to use virtual care



Top reasons for consults

(includes consults for children)

- Respiratory issues
- Skin and subcutaneous issues
- Infectious diseases
- Genitourinary system and STIs
- Digestive issues
- Mental and behavioural issues

How we can help

- Assess emergencies
- Medical specialist referrals
i.e. cardiologists and neurologists
- Bridge access to psychiatry, dermatology, and pharmacy support with specialists within our team
- Navigation to in-person care
We can help you find local clinics

Things you can't do virtually

- Emergencies
For emergencies, call 911 or go to the nearest emergency room.
- No controlled substances
i.e. narcotics
- No CT scans or MRIs

The demand for mental support is increasing



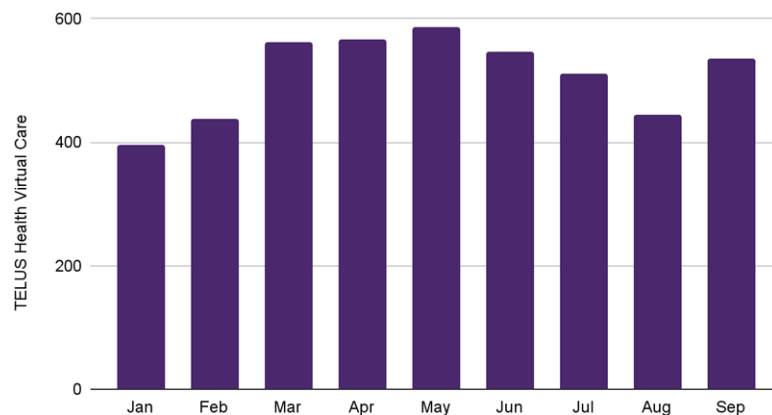
Three main reasons for mental health consultations:*

1. Anxiety
2. Depression
3. Insomnia

96%

of patients were treated virtually by means of advice, medications or a referral to a specialist.

Mental Health Sessions with a Licensed Therapist (2021)



Bridge Programs

In-house specialists support our primary care providers (MD/ NPs) so they can support our patients with more complex health concerns

Helping bridge the long wait times for in-person assessments, which can take several months

Bridge to **Psychiatry**

Access to specialized,
psychiatric advice

Bridge to **Dermatology**

Increased access and results
for dermatology concerns that
can be resolved virtually

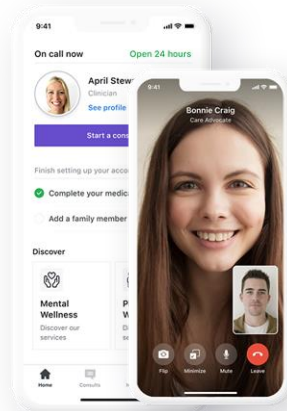
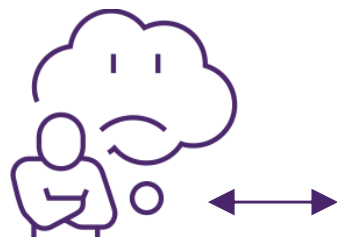
Bridge to **Pharmacy**

Complex medication education
using best possible medication
history

Additional bridge programs coming in 2022!

Unique access to psychiatrist mentorship

Bridge to Psychiatry



Primary care providers

- Short-term, supportive counselling
- Prescription management
- Psychology and therapy referrals

Access to specialists

Psychiatry mentorship

Support our primary care providers who can then offer patients deeper mental health support and tailored treatment plans.

Licensed mental health professionals

Video appointments with psychologists, psychotherapists, and RSW/MSW available directly on the app.

Our approach

Comprehensive

We offer physical and mental care, allowing our clinicians to identify when a physical concern may be rooted in mental health issues.

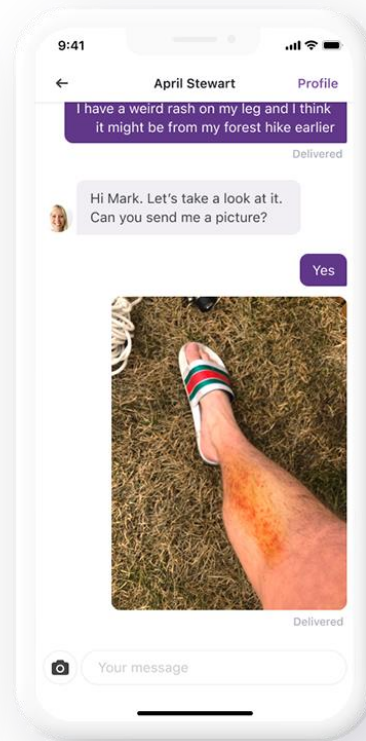
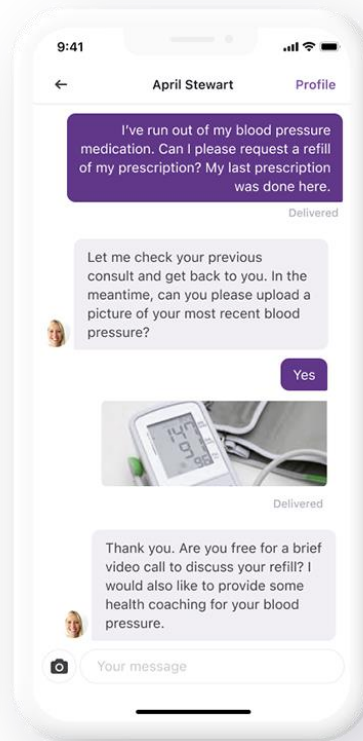
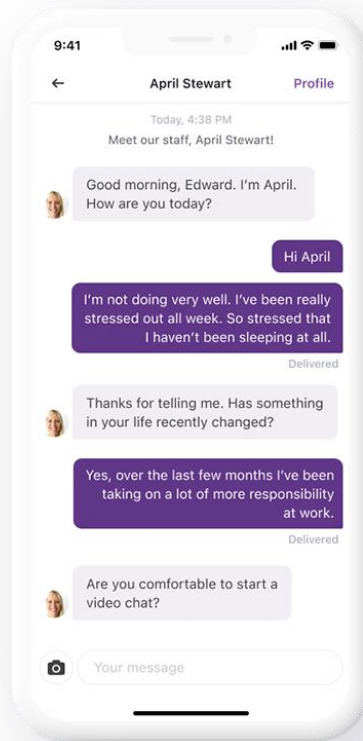
Proactive follow up

Our clinicians offer proactive follow-up care. Patients who engage for mental health concerns return an average of 4.5 times as they build trusted relationships.

Allied health care

Our team of providers (MSWs, RSWs, psychotherapists, and psychologists) can conduct virtual therapy directly on the app.

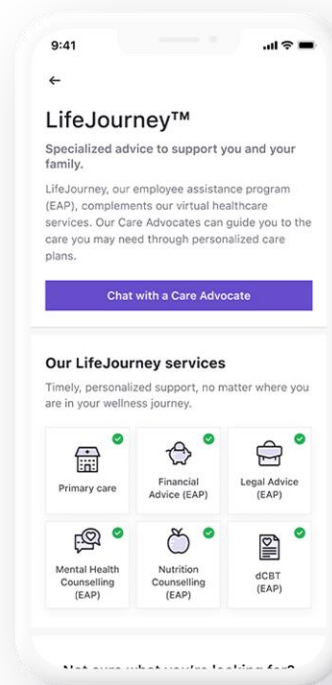
TELUS Health Virtual Care Case Studies



LifeJourney

LifeJourney

An evolution of Employee Assistance Program (EAP) for the health and wellness of today's employee.



LifeJourney Services

LifeJourney offers various services to plan Members:



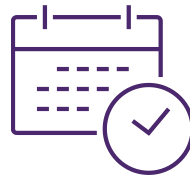
Primary care

- Prescriptions
- Labs
- Specialists referrals



Mental health

- Specialized Digital Therapy
- Mental health counselling
 - Personal crisis management



Well-being

- Nutrition counselling



Work/Life balance

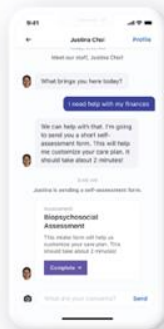
- Financial assistance
- Legal assistance

Plan member journey

1

Intake assessments

Members fill in a short intake form that assesses their status.



2

Talk to a Care Advocate

A Care Advocate provides resources and service offerings based on results of the intake form.



3

Care Services



4

Personalized care path

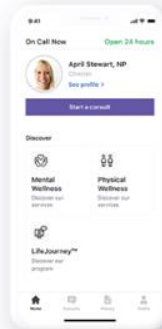
A series of appointments tailored to the member's needs are scheduled within the next few months.

Care Path	1 st month	2 nd month	3 rd month
Scheduled Appointments			
Mental health counselling	—	—	—
Specialized Digital Therapy online learning modules	—		
Legal assistance		—	

5

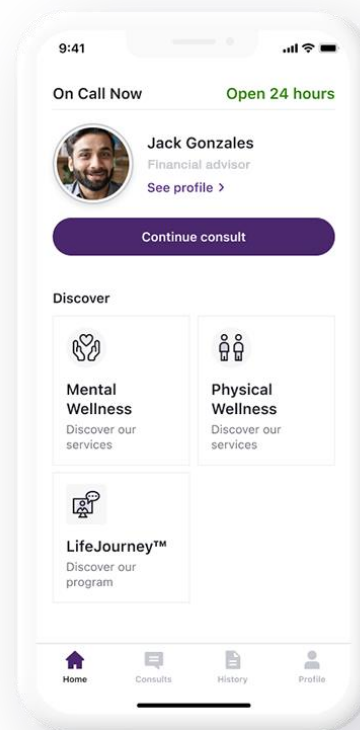
Continuity of care

The Care Advocate will reconnect with the member and assess whether their needs have been met and if more support is needed.



LifeJourney Benefits

- Support wellness pillars such as physical wellness, mental wellness, life and work, to promote healthier lifestyle behaviours
- Education through engagement and proactively address risk factors that contribute to chronic conditions
- Reduce time researching, booking, and traveling to and from appointments
- Find support for managing legal and financial concerns



LifeJourney Gold

Services included in a bundled price:



Primary Care: unlimited, 24/7



Legal Assistance (EAP): Up to 1 hr/concern/year

Financial Assistance (EAP): 1 session (1 hr)/concern/year



Personal Crisis Management: unlimited, 24/7

Specialized Digital Therapy: 1 program (9 to 12 weeks)/concern/year

Mental Health Counselling (EAP):

- 4 sessions (50 min/ session)



Nutrition Counselling (EAP): 1 session (1 hr)/concern/year

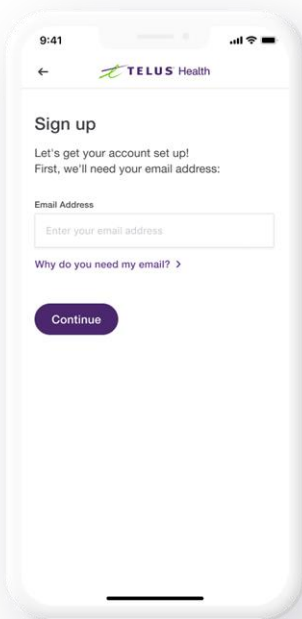
Safety and security

The highest levels of security are maintained

- SOC2 certified, the highest certification level in the industry
- All information is stored in Canada
- Only clinicians who are directly involved in a patient's care can see their personal information at the time of consult
- Consult details and notes can be shared with a patient's family doctor, but only at the patient's request and with their written consent
- Children need to be present anytime a consult is initiated for them, and clinicians will always use our encrypted video function to see the child, assess their symptoms and state, and ensure consent



Setting up your account



9:41

← TELUS Health

Sign up

Let's get your account set up!
First, we'll need your email address:

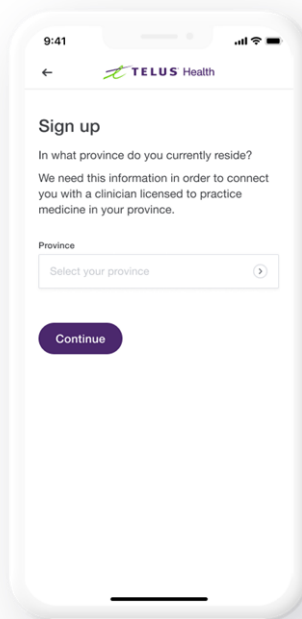
Email Address

Enter your email address

Why do you need my email? >

Continue

Enter the email you
would like to use to set
up your account



9:41

← TELUS Health

Sign up

In what province do you currently reside?

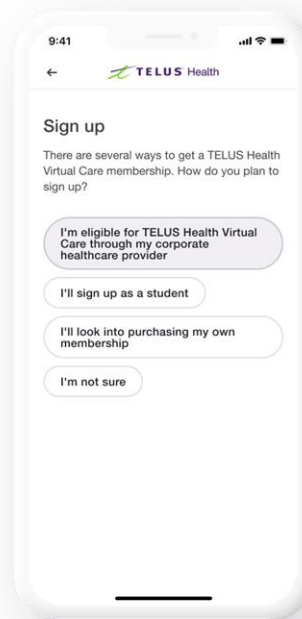
We need this information in order to connect
you with a clinician licensed to practice
medicine in your province.

Province

Select your province

Continue

Enter your province



9:41

← TELUS Health

Sign up

There are several ways to get a TELUS Health
Virtual Care membership. How do you plan to
sign up?

I'm eligible for TELUS Health Virtual
Care through my corporate
healthcare provider

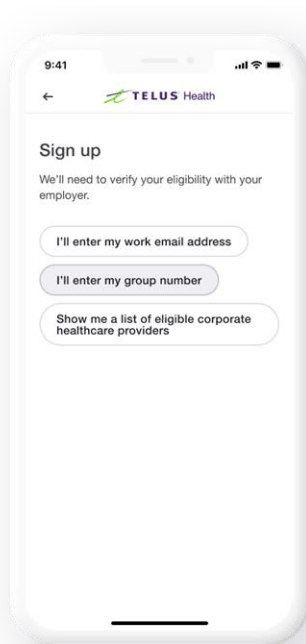
I'll sign up as a student

I'll look into purchasing my own
membership

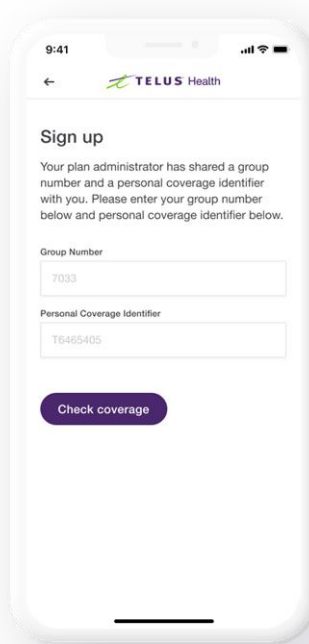
I'm not sure

Select your eligibility

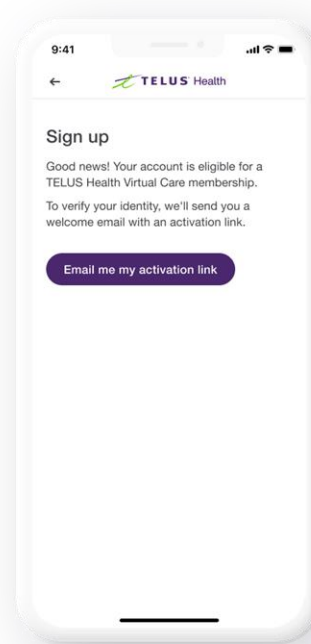
Setting up your account



Select the option to enter
your group number



Enter the group number and
personal coverage identifier

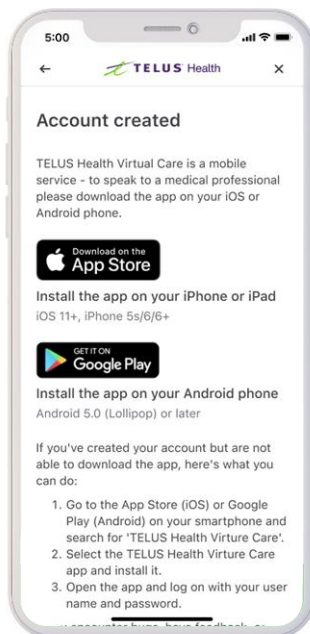


Get your unique activation link

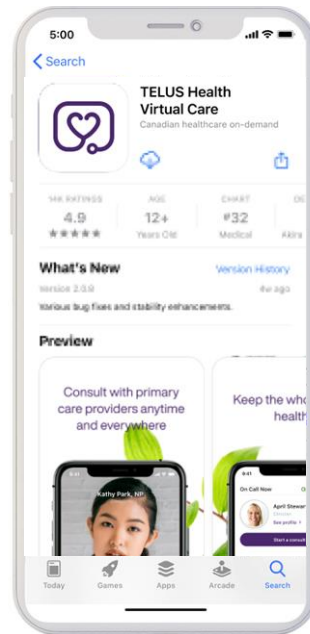
Setting up your account



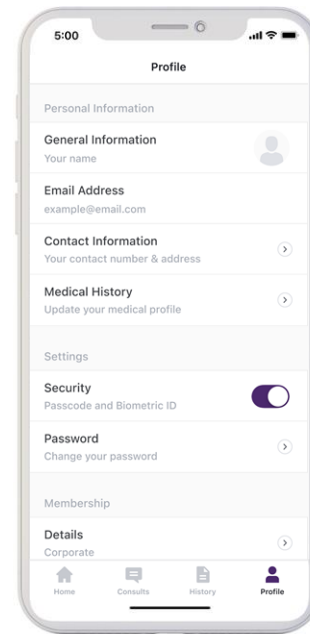
Receive your unique activation email.



Follow provided links to download mobile or web app.

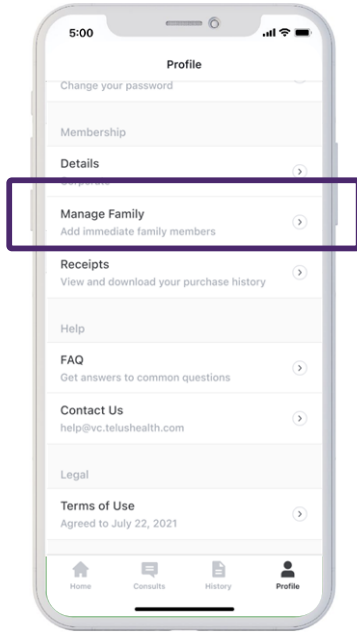


Download the TELUS Health Virtual Care app on the App Store or Google Play or use the web portal.

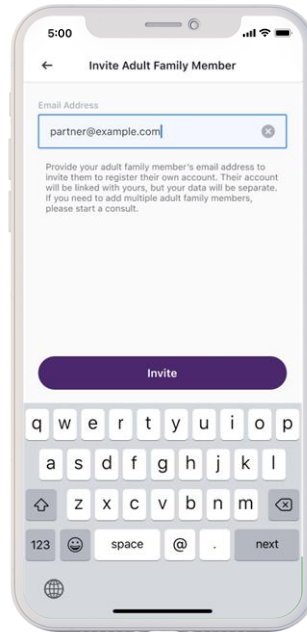


Log on and set up your profile.

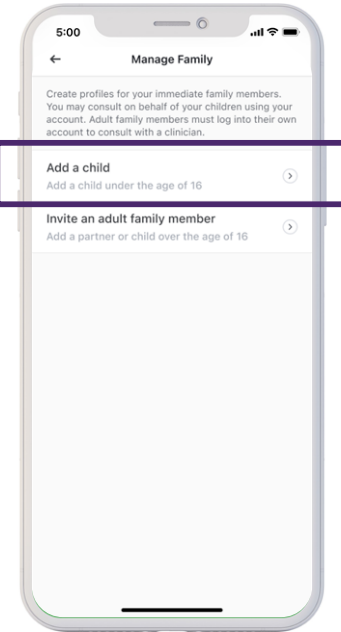
Adding your family members



Use the Profile tab to set up your children and invite your spouse to have their own account.



Enter your spouse's email address and they will receive a link to set up their own account.



- Children under 16 are set up within your profile.
- For older children, start a consult and ask for them to be set up.

Thank you



help@vc.telushealth.com

