

Discover our 24/7 virtual health care service

We are pleased to offer **free** unlimited access to health professionals. With **TELUS Health Virtual Care**, you can benefit from immediate medical support anywhere in Canada.



Services offered



Consultations with doctors and medical follow-ups



Transmission of prescriptions to the pharmacy and home delivery of medication



Prescription of medical tests and examinations and follow-up of results



Personalized treatment plans



Referrals to other specialists

Services are available in English and in French.

Advantages of virtual health care

Safe, confidential, and easy to use, this service allows you to access health care whenever you need it.

- ✔ Consult a doctor in the comfort of your home
- ✔ Avoid wait times at the clinic
- ✔ Get quick appointments with doctors
- ✔ Access your medical file online at all times

How does it work?

Accessible from a computer, tablet or mobile device, registration is done in a few simple steps.

Only the insured will have access to the virtual health care service with an individual-type contract.

The insured and his family will have access to the virtual health care service with a family-type contract.

The primary insured must create the account.



1 Visit telushealth.com/onbluecross/virtual-care

Enter your email address and follow the registration steps.

Your group number is **9255** and your personal coverage identifier corresponds to your 8-character insurance contract.

2 Create an account

Click on your TELUS Health activation link you received by email. Use the same email address to create your account and follow the steps to set up your profile.

3 Request a consultation

Describe your symptoms to a care manager and get an appointment with a doctor.

You can also download the TELUS Health Virtual Care app from the App Store or Google Play.



Who can benefit?

The virtual health care service is offered free of charge to clients with one of the following benefits*:

- ✔ Health care (Extended Health Care, Hospitalization and Prescription Drugs)
- ✔ Disability (Disability Insurance, Mortgage Disability and Monthly Indemnity)

**Certain conditions apply.*



To access the virtual health care service

Contact your advisor

To get help with the registration process

Call **1-855-449-4994**

or write to help@vc.telushealth.com

To learn more

Visit the on.bluecross.ca/virtual-health-care



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