

Frequently Asked Questions – Healthcare Online

General

What is Healthcare Online?

Healthcare Online by Manulife gives you 24/7 access to primary care providers through mobile and web applications, wherever you are. Through this service, you will be able to get prescriptions, general medical advice, laboratory requisitions, and specialist referrals.

The Healthcare Online service is delivered by **TELUS Health Virtual Care**, one of Canada’s leading virtual care providers. For more details on TELUS Health Virtual Care, visit [their website](#).

Can TELUS Health Virtual Care replace my family doctor or other healthcare professional?

No, this service meant to be complementary to your family doctor and broader circle of care. In fact, with your consent, notes from virtual consults with TELUS Health Virtual Care can be shared with your other healthcare providers.

Will my doctor be financially penalized if I use TELUS Health Virtual Care?

No. Primary care with TELUS Health Virtual Care is an uninsured service (i.e., not publicly-funded), so your doctor will not be penalized.

What can I do if I have in-depth questions about TELUS Health Virtual Care?

The TELUS Health Virtual Care app includes a set of Frequently Asked Questions. As well, you can pose your questions by text on the app, or contact TELUS Health’s support team by email:

help@vc.telushealth.com (EN) and aide@sv.telussante.com (FR)

Note: TELUS Health Virtual Care does not have a customer support phone

number.

Technology

What technology do I need to access TELUS Health Virtual Care?

To access TELUS Health Virtual Care's service, you will need a smart phone or tablet with a data plan or a WIFI connection, or an Internet-connected computer.

TELUS Health Virtual Care is currently available for Android 6.0 and above, and iOS 12 and above.

To access TELUS Health Virtual Care's web portal on a browser, members must use Google Chrome, as Internet Explorer does not support the application.

Access, Price & Services

How can I access TELUS Health Virtual Care?

TELUS Health Virtual Care can be accessed through:

- Manulife Group Benefits plan member secure site:
 - Under the Wellness Centre tab
- Promotional material sent to you by your employer.

Both the plan member site and promotional material contain links that will take you to TELUS Health Virtual Care's secure registration page.

What is the link to the TELUS Health Virtual Care registration page?

If you lose the promo material with the link and/or don't have plan member site access, the link to the TELUS Health-hosted registration page is www.manulifehealthcareonline.ca.



What should I do if I don't receive the TELUS Health Virtual Care account activation email?

Always check your Junk or Spam folders to see if TELUS Health Virtual Care's email was directed there. If the activation email is not in those folders, then reach out to TELUS Health Virtual Care

Support for assistance:

help@vc.telushealth.com (EN) and aide@sv.telussante.com (FR) You can also go directly to the App Store or Google Play and look for "TELUS Health Virtual Care."

Do I talk to a different clinician for each consult, or can I choose to talk to the same person?

Depending on the timing of your subsequent consults, you may have a visit with the same clinician. If, however, that clinician isn't working at the time and you want to consult with them specifically, TELUS Health Virtual Care will be able to advise on when the clinician will next be online. You can then Start a Consult during those hours or you can choose to receive help right away from a different clinician.

Can I use this service to get a referral for massage therapy for plans that require a referral? And can I use this service to get a doctor's note for absence? If so, is there an additional charge?

Yes, referrals to specialists and allied healthcare professionals are available through service, along with doctor's notes (TELUS Health Virtual Care can provide a medical note for up to a maximum period of 3 days and only once per absence/illness, if deemed appropriate based on your medical condition). While there is no charge for these referrals and notes, there may be a charge if the specialist or allied healthcare professional is providing a service not covered by the public healthcare system or by a benefits plan.

Can I access allied healthcare professionals on the TELUS Health Virtual Care app?

On the TELUS Health Virtual Care app, you will see the option to do a virtual consult with several types of allied healthcare professionals, including mental health therapists, naturopaths, and dietitians. Some of these specialists may not be currently available in all areas, but TELUS Health Virtual Care is in the process of adding them in all jurisdictions. An TELUS Health Virtual Care Intake Coordinator will inform you if an allied healthcare professional is available in your area.

Services provided by allied healthcare professionals are not included in the monthly fees. You will receive an invoice, as you would for traditional face-to-face visits. If your benefits plan provides paramedical coverage, you may receive reimbursement after submitting a claim.

What if my health concern can't be resolved virtually?

TELUS Health Virtual Care's healthcare professionals will recommend you schedule an appointment with your family physician for a physical exam. If you don't have a regular primary care provider, then TELUS Health Virtual Care can help you find a nearby primary care clinic to visit.

Are there restrictions on the type of prescriptions the clinician can write?

TELUS Health Virtual Care clinicians do not write prescriptions for controlled substances such as narcotics and opioids.

Why and when do I need a video consult?

Video consults are used to validate identity and as part of certain clinical diagnostic tests and exams. If you are asked to do a video consult by a clinician but are not in a private enough space, please feel free to re-engage with the clinician when you are in a private space.

Does the app support English and French? Are both languages available with the live chat? Are other languages available?

The mobile and desktop apps, including the live chat, are available in both English and French.



Do I need to have provincial public health coverage to use TELUS Health Virtual Care services?

No. TELUS Health Virtual Care's services do not require provincial health insurance coverage.

Are primary care practitioners located in the same province as my province of residence?

TELUS Health Virtual Care has a roster of primary care clinicians covering all provinces and territories. During their consult intake, you will be asked for your location and then matched with a provider who is licensed to practice medicine in the

province in which you are located.

Are TELUS Health Virtual Care's primary care providers based in Canada?

Yes. TELUS Health Virtual Care exclusively employs nurses, nurse practitioners, doctors, therapists, and other healthcare professionals who are in Canada and licensed to work in the provinces they serve.

Can I use TELUS Health Virtual Care when out of the country?

Due to regulatory limitations, TELUS Health Virtual Care cannot offer medical consults outside of Canada.

Can TELUS Health Virtual Care support a person outside Canada with an emergency medical situation?

No. TELUS Health Virtual Care is not an emergency medicine service, either domestically or globally, and is separate from emergency travel health programs.

How is this different from provincially-funded telehealth services (ex. Telehealth Ontario)?

TELUS Health Virtual Care differs from provincial services like *Telehealth Ontario* and *Info-Santé 811* by being staffed by Nurse Practitioners and physicians who can diagnose, prescribe medication, and order tests, which doesn't fall within the scope of most provincial programs.

Coverage

How do I know if TELUS Health Virtual Care is covered under my plan?

You will receive promotional material from your employer announcing the availability of the program and how to register and access the services.

If you are unsure or are experiencing registration difficulties, you can contact Manulife's Customer Support Centre.

How do I add my spouse?

Use the Profile tab, scroll down to Invite Partner and click. Then enter their email address and send the invite. Your partner's account will be associated with yours, but their account and data are separate and private.

Can children over 16 years old (or 14 years old in Quebec) contact TELUS Health Virtual Care directly if they download their own app?

Yes. While you can set up your younger children by clicking on "Manage Family Profiles" in the "Profile" tab, older dependents can have their own account and initiate consults independently. To set up their account, the parent first needs to initiate a consult on the home screen to engage with one of TELUS Health Virtual Care's Intake Coordinators. Once the parent has provided the Coordinator with the name and email address of their young adult dependent (between 16 and 25 years old), TELUS Health Virtual Care will then send the dependent a separate invitation for them to download the app and use it individually.

How can my spouse and I both have access to our young child's account?

Both parents have access to the records of their dependents under 16 years old (14 in Quebec). For example, if one parent does a consult for the child, the spouse will be able to see the healthcare provider's consult summary note in the My Health section.

Can I register my dependents under age 25 even if they no longer have Extended Health Care (EHC) coverage?

Yes. Healthcare Online through TELUS Health Virtual Care is separate from Extended Health Care benefits and is provided regardless of EHC status.

Privacy & Confidentiality

What security measures do TELUS Health Virtual Care take to ensure that my data remain private and confidential?

Our Healthcare Online primary care partner is committed to protecting privacy and health information and data. TELUS Health Virtual Care is compliant with all federal and provincial legislation and regulations covering personal health information collection, use and disclosure. All personal health information is stored in secure data locations in Canada.

Are my health records secure?

All data is encrypted and stored in a SOC 2-compliant, Canadian data centre. Unlike with services like FaceTime or Skype, text messages and video consults on TELUS Health Virtual Care are end-to-end encrypted.

TELUS Health Virtual Care routinely performs third-party penetration testing and threat risk assessments to ensure that their security practices are up-to-date and effective. TELUS Health Virtual Care also restricts access to medical information based on region and role: only you and the clinical team directly involved in your care can access your medical records.

Can an employer know if or why I have used the service?

No. None of your personal health information or reasons for using the app are shared with the employer. Any information shared with an employer would be aggregated, making it impossible to identify individuals.

Who has access to my health information?

Only approved members of TELUS Health Virtual Care team who are involved with your care have access to your health information. You can also give consent to have your information shared with other healthcare teams and family members.