

TELUS HEALTH VIRTUAL CARE

(PREVIOUSLY AKIRA BY TELUS HEALTH)

WHAT YOU NEED TO KNOW

Your benefits plan includes TELUS Health Virtual Care (previously Akira by TELUS Health), an online service that provides on-demand access to medical assistance where ever you are and whenever you need it. TELUS Health Virtual Care connects you with primary care providers without the need to use valuable sick days or personal time for doctors visits.

Note: If you already registered for Akira by TELUS Health, your existing login credentials work with the app and website for TELUS Health Virtual Care



You and your family can consult confidentially with an accredited doctor or nurse practitioner by video conference using your phone, tablet or computer. The TELUS Health Virtual Care medical team can diagnose medical concerns, write prescriptions, order diagnostic tests and refer patients to doctors and other specialists.

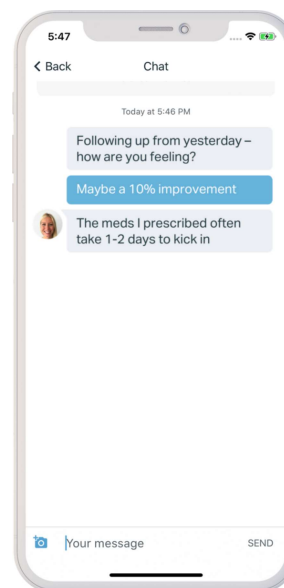
Over 50% of primary care concerns traditionally seen in a doctor's office can be addressed through the TELUS Health Virtual Care app and website, without ever having to leave home or work.

- Access medical care without the need to use valuable sick days or personal time for doctor visits.
- Save time and inconvenience for routine medical interactions like refilling prescriptions;
- If you don't have access to a family doctor, TELUS Health Virtual Care can provide consistent assistance from fully qualified medical practitioners, reducing inconvenient and time-consuming visits to local clinics.

** Always consult your benefits booklet to confirm coverage details.*

HOW IT WORKS

- Using the TELUS Health Virtual Care app or website , create your account (see Getting Started below)
- Chat on the app or website with an “intake coordinator” – they will gather information about you in advance of your session
- Begin talking by secure video conference with a nurse practitioner or doctor. TELUS Health Virtual Care’s medical team can:
 - Assess patient symptoms
 - Diagnose medical concerns
 - Provide advice on medical concerns
 - Write new prescriptions and renew existing prescriptions
 - Make referrals to specialists and other health care professionals and services
 - Where necessary, help facilitate appropriate in-person care
 - Provide medical documentation, notes and recommendations



GETTING STARTED WITH TELUS HEALTH VIRTUAL CARE

1. Visit the TELUS Health Virtual Care [registration page](#)

You'll need your policy number and certificate number to register. You can find these on your benefits card.

2. Follow the instructions on the screen to set up your TELUS Health Virtual Care account

You'll use your email address as your TELUS Health Virtual Care account ID.

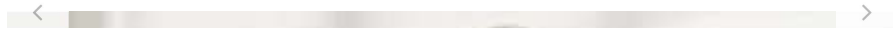
3. Once you've registered, download the TELUS Health Virtual Care app for iOS or Android.



FREQUENTLY
ASKED
QUESTIONS

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