



Frequently Asked Questions TELUS Health Virtual Care

Table of contents

How do I register members of my immediate family?	3
How do I remove access for an immediate family member?	3
Do my dependents have to be covered under my group insurance plan to be able to use the virtual healthcare service?	3
Do children who live with us under shared custody have access to TELUS Health Virtual Care?	3
Is there a limit to the number of consultations I can have?	3
Can I get a doctor's note if I have to miss work or school due to illness?	3
Do I need my health card to use the service?	3
Why do I have to provide photo ID?	4
Why do I have to provide personal and medical information?	4
Do I have to create a profile to use TELUS Health Virtual Care?	4
Why can't I use an email address of my choice to register for TELUS Health Virtual Care?	4
How are prescriptions, lab requests and specialist referrals sent?	4
Can I have multiple consultations for the same health problem?	4
Can I use the telemedicine service while abroad?	4
Will my family doctor have access to my medical information on the platform?	4
What's the point of virtual healthcare if I can't have a physical exam?	5
How does a consultation work?	5



Table of contents (cont'd)

What happens if the consultation is interrupted?	5
How do I launch a consultation for my child?.....	5
Do parents have access to their children's personal and medical information?.....	5
Is the service available in both English and French?.....	5
Why am I talking to a nurse, and not a doctor?	6
When is a video consultation necessary?	6
Are the video conversations recorded?	6
How do you ensure the confidentiality of the information given during a virtual medical consultation?.....	6
Will my medical information be disclosed to my employer or my insurance provider?	6
What mobile devices are supported?	6
Why does the app request permission to access certain functions on my mobile device?.....	6
I've replaced my mobile device. What do I have to do to access the service with my new device?.....	6
How do I get technical support if I'm having issues using the application?.....	7
What happens if I leave my job with my current employer? Will I continue to have access to TELUS Health Virtual Care?.....	7



How do I register members of my immediate family?

You can add a dependent (spouse or child under 26) in the **Profile** section.

- **To add your spouse**, select **Manage family**, then **Add a partner** and enter their personal email address. TELUS Health Virtual Care will send them an email to create their own account.
- **To add a dependent child**, select **Manage family**, then **Manage dependents**, then **Add a dependent** and enter their information.

One of the registered parents must be with the child for all consultations. However, a child who has reached the age of consent for medical treatment can create their own account. To get them started, you need to start a consultation, then ask the healthcare professional to send an activation link to the child's email address.

How do I remove access for an immediate family member?

If you have to remove access for a family member who is no longer eligible, just start a consultation and inform the healthcare professional that you'd like to make the change.

If the person is a dependent child, go to the **Profile** section of the platform and select **Manage family profiles**. Then select the X beside the name to remove them. Your child will still have access to their file, but they won't be able to obtain new consultations.

Do my dependents have to be covered under my group insurance plan to be able to use the virtual healthcare service?

No. Please note that the definition of a dependent is your children under 21 years of age, or children 25 years of age or under if they're still in school, and your spouse.

Do children who live with us under shared custody have access to TELUS Health Virtual Care?

Yes, regardless of whether they are your children or your spouse's, as long as you are registered for TELUS Health Virtual Care.

Is there a limit to the number of consultations I can have?

No, there's no limit to the number of times you can use TELUS Health Virtual Care. And there's no time limit for consultations.

Can I get a doctor's note if I have to miss work or school due to illness?

Yes. You can get a doctor's note for up to **3 days** if your condition requires you to miss work or school.

If your condition continues or returns, consult your family doctor or a specialist.

Do I need my health card to use the service?

You don't need your health card to use the service but you'll need photo ID.

If you require lab work, tests or referrals, you may be asked to provide health card information.



Why do I have to provide photo ID?

During your first consultation, you'll need to provide photo ID so the TELUS Health Virtual Care clinician can authenticate your identity on video.

Why do I have to provide personal and medical information?

This information will confirm your identity and ensure that all consultations and observations provided by TELUS Health Virtual Care clinicians are based on your most recent medical history.

Do I have to create a profile to use TELUS Health Virtual Care?

Yes. As with any other medical consultation, the clinicians need to have access to your most recent medical history to provide appropriate care during your consultation.

We encourage you to fill out your medical profile as soon as you activate your account to ensure you're prepared when you request your first medical consultation.

Why can't I use an email address of my choice to register for TELUS Health Virtual Care?

To protect the confidentiality of your personal and medical information, your employer may require you to use a personal email address rather than a work address to access TELUS Health Virtual Care.

How are prescriptions, lab requests and specialist referrals sent?

- **Prescriptions:** sent directly by fax to your pharmacy.
- **Lab requests:** sent to you by email (with your consent). You need to print them and present them at a clinic of your choice.
- **Specialist referrals:** sent by fax to your specialist or sent to you by email. You need to print them and present them at a clinic of your choice.

Can I have multiple consultations for the same health problem?

Yes, you can consult several times for the same health problem. The health professional will have access to your information and will be able to follow up.

Can I use the telemedicine service while abroad?

No, you can't use the service outside Canada due to licensing restrictions for healthcare professionals.

If you require an immediate consultation while outside the country and your group plan includes travel insurance, you must first contact our [travel assistance](#) service.

Will my family doctor have access to my medical information on the platform?

Health professionals can send notes from medical consultations to your doctor at your request and with your consent.

You can also share conversations you had with a health professional with your doctor. To find them, go to the **History** section of the app.



What's the point of virtual healthcare if I can't have a physical exam?

The clinicians adhere to strict standards of practice, as required by their professional associations, as well as specific clinical guidelines for the safe provision of virtual healthcare services.

To determine a diagnosis, clinicians conduct an exhaustive review of your medical history, evaluate your symptoms, visually assess the images or videos obtained during medical consultations and perform diagnostic testing through lab analyses and diagnostic imaging. They're also specially trained in virtual healthcare and have the expertise needed to perform comprehensive virtual evaluations of their patients.

In cases where a physical exam is necessary, the clinicians will refer you to your family physician or help you identify a nearby clinic.

How does a consultation work?

During your first consultation, you'll be asked to fill out your medical record if you haven't already done so and present photo ID to confirm your identity.

First, you'll discuss your situation with a registered nurse. Depending on your situation, you may then be transferred to a nurse practitioner or physician. In over 80% of cases, the issue can be resolved virtually without an in-person visit.

What happens if the consultation is interrupted?

If the consultation is interrupted for any reason (for example you lose your internet connection or you get a phone call), you can reconnect later. The clinicians have access to your history, and they can continue with the consultation.

How do I launch a consultation for my child?

For children who have not reached the age of consent for healthcare, their consultations must be done through your account or your spouse's account if your spouse has registered for TELUS Health Virtual Care. The child's medical notes from consults will be recorded in the parent's account (primary account holder and registered spouse) under the **History** tab.

With the clinician's authorization, children who have reached the age of consent for healthcare may create their own account.

Do parents have access to their children's personal and medical information?

If your child has not reached the age of consent for healthcare, you and your spouse will be able to access their file in the **History** section of your respective accounts if you're registered for TELUS Health Virtual Care.

If your child has reached the age of consent for healthcare and has their own account, their medical information will not be accessible to the parents.

Is the service available in both English and French?

Yes. Regardless of whether you use the app in French or English, you may request a consultation in either official language no matter which province or territory you live in.

The TELUS Health Virtual Care app is automatically set to the language you use on your mobile device. To change the language in the app, you must modify your device's language settings.

On the web portal, you can change your language preferences under **Profile & Settings / Profile Settings / Language**.



Why am I talking to a nurse, and not a doctor?

Nurse practitioners (NPs) have advanced university training as well as clinical experience, and they have passed rigorous exams. Like doctors, NPs practice independently and are authorized to diagnose patients, order and interpret diagnostic tests, and prescribe medication and other treatments.

All the clinicians available through TELUS Health Virtual Care are Canadian healthcare professionals who are authorized to practice in their province or territory. [Learn more about nurse practitioners](#)

When is a video consultation necessary?

If the clinician determines that a video consultation is necessary, they will send you an authorization request by secure text message that you can accept. A video consultation may be required to authenticate your identity. You can ask the clinician to start a video consultation at any time.

When doing your video consultation, make sure you're in a private room with a high-speed internet connection.

Are the video conversations recorded?

No. If you look at your clinical consultations in the **Consults** tab, the text transcript will indicate whether you had a video conversation. However, the video will not be recorded or available.

How do you ensure the confidentiality of the information given during a virtual medical consultation?

All messages and images sent during a consultation are fully encrypted to guarantee confidentiality. Only patients and the clinician providing the care may access this data.

TELUS has procedures in place to ensure the confidentiality and protection of patient information in accordance with provincial laws and regulatory policies, including the guidelines of the professional bodies of physicians and nurses in each Canadian province.

Will my medical information be disclosed to my employer or my insurance provider?

No. Your personal health information will never be disclosed to your employer, Desjardins Insurance or any third party unless you explicitly request it in writing.

What mobile devices are supported?

A list of supported devices is provided in the FAQ on the mobile app/website.

Why does the app request permission to access certain functions on my mobile device?

You must authorize the app to send you notifications so you'll know when a clinician contacts you (for a follow-up consultation, for example).

You must also authorize access to your device's camera and microphone so you can send and receive photos and have video consultations.

I've replaced my mobile device. What do I have to do to access the service with my new device?

All you have to do is download the TELUS Health Virtual Care app on your new device. You can sign in using the same email address and password.



How do I get technical support if I'm having issues using the application?

The application is very simple and user-friendly. The clinician you speak to when you start a consultation will be able to help you with most questions about how to use the application.

If a technical issue arises, please contact the team at help@vc.telushealth.com.

If you have any questions about your eligibility or your group insurance coverage, please consult your group insurance booklet or contact your Human Resources department.

What happens if I leave my job with my current employer? Will I continue to have access to TELUS Health Virtual Care?

You'll be able to access your medical notes and consult transcripts if you leave your job, but you won't be able to use the app for new consultations.



Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company.

Desjardins®, Desjardins Insurance®, all trademarks containing the word Desjardins, as well as related logos are trademarks of the Fédération des caisses Desjardins du Québec, used under licence.

200, rue des Commandeurs, Lévis (Québec) G6V 6R2 / 1-866-647-5013
desjardins.com