

TELUS Health Virtual Care: Available on TELUS Health One

1 What does it mean to have TELUS Health Virtual Care available on TELUS Health One?

TELUS Health Virtual Care is now available on the TELUS Health One app, allowing employees to access their Virtual Care services directly on TELUS Health One without needing the Virtual Care app. Employees can access Virtual Care through the Medical care button in the Services section of the homepage. This currently only applies to employees and not their dependents.

Mobile app:

Virtual Care is available under the Services section of the home page, accessible via a new Medical care tab. It will appear through a browser window directly within TELUS Health One, rather than an external browser.

Web app:

Users logging in to the web app will not notice any changes.

2 Do employees need to create a new TELUS Health Virtual Care account to use it on TELUS Health One?

- Employees who already have a TELUS Health Virtual Care account do not need to create a new one.
- Employees who do not have a TELUS Health Virtual Care account must register for an account before they can start using Virtual Care on TELUS Health One. They can do so via the browser window that opens in TELUS Health One, by following the prompts that guide them through the necessary steps to receive a confirmation or invite email. They will need to temporarily leave TELUS Health One to get their confirmation email in their inbox.
- Note that employees will be prompted to download the TELUS Health Virtual Care app at the end of the process, but do not need to download it. When they have completed their registration, they will need to go back into TELUS Health One and select "I have an account", at which point they'll be able to access Virtual Care through the Medical care tab.

3 Do employees need to have both a TELUS Health Virtual Care account and TELUS Health One account to make use of this embedded experience?

Yes, employees will need to have created accounts for both services to access the Virtual Care experience through the Medical Care tab on TELUS Health One. However, they do not need to download both apps.

4 Does this enhancement apply to both employees and their dependents?

No - this new embedded experience will only be available to employees. Dependents must use the Virtual Care services through the standalone Virtual Care app, as navigation from TELUS Health One to Virtual Care is currently available to employees only.

When an employee wants to manage family members and invite them to Virtual Care, they can do so through the TELUS Health Virtual Care experience on TELUS Health One. However, family members will receive separate invitations for Virtual Care and EAP services, needing both platforms to access them.

We are working on a solution to make the TELUS Health Virtual Care experience on TELUS Health One available to family members later in 2025.

5 Will employees continue to receive Virtual Care confirmation and notification emails when using the TELUS Health One experience?

Yes. Confirmation and notification emails, including for booked appointments or for new clinical documents, will be sent to the email the employee has created their account with. The link in the emails will take them to an external browser to access the TELUS Health Virtual Care web app, where they will need to re-log in, but they can also choose to go directly to TELUS Health One to access their documents or appointments.

6 What is the employer experience?

The experience for employers purchasing EAP and Virtual Care remains unchanged: they must submit two separate eligibility files and will receive two utilization reports. A new process is in the works that will eliminate the need for two files (timing TBC). This change will not affect utilization reports.

Note, organizations must have the [\(TELUS Health One to TELUS Health Virtual Care: connection\)](#) enabled to access Virtual Care services directly on the TELUS Health One app.

7 Will this change impact current TELUS Health Virtual Care members?

This change will impact all employees who currently have access to TELUS Health One for EAP services and to TELUS Health Virtual Care through the native TELUS Health One iPhone and Android applications. Users who only have access to Virtual Care or only to EAP will not see any changes as they can continue to access those services on the respective apps.

8 How is this different from the previous state?

In the previous state, there was a link from the TELUS Health One platform that redirected members to the TELUS Health Virtual Care web app and automatically logged them in if a corresponding user account was found in the TELUS Health Virtual Care database. For more information, please refer to our TELUS Health Virtual Care connection document [\(here\)](#).

9 How will users connect to TELUS Health Virtual Care through TELUS Health One?

Employees using iPhone and Android will seamlessly connect to TELUS Health Virtual Care through an embedded web view within the TELUS Health One application, allowing access to all TELUS Health Virtual Care features within that view. Users on the web application will see no change; when they log in to TELUS Health One and click the link to TELUS Health Virtual Care, a new browser window will open the TELUS Health Virtual Care web app.

10 Can users continue using the TELUS Health Virtual Care app?

Yes, the TELUS Health Virtual Care application will continue to function as usual.

11 Will clinicians from Virtual Care be able to access a member's EAP information, and vice versa?

The systems will remain separate for privacy reasons around sharing data, so clinicians from one service will not be able to access patient information from the other service.

12 Will employees need to take any action to see the changes on the TELUS Health One app? Do they need to update the app to see the new embedded TELUS Health Virtual Care experience?

To take advantage of the new experience, employees will need to update to the latest version of the TELUS Health One app.

13 Why are we calling this Medical Care instead of Virtual Care on the TELUS Health One Services page?

During the research and implementation of the new Home page experience in TELUS Health One, we discovered that users found the term "Medical Care" easier to understand and more relatable than "Virtual Care." As a result, we decided to label it as "Medical Care" in this list to help users find the services they are looking for more efficiently.

14 Will client information remain private within the new embedded experience?

All client information and data housing follow the same processes as we have currently. This means TELUS Health Virtual Care data remains private inside TELUS Health Virtual Care and is not available in TELUS Health One, and vice versa.

15 When will this change go into effect?

This new experience will be available in the 6.56.0 version of the native iOS and Android application - this is available to download as of March 26, 2025.

