# Email 1 - How To Begin

Subject: Introducing 24/7 virtual care

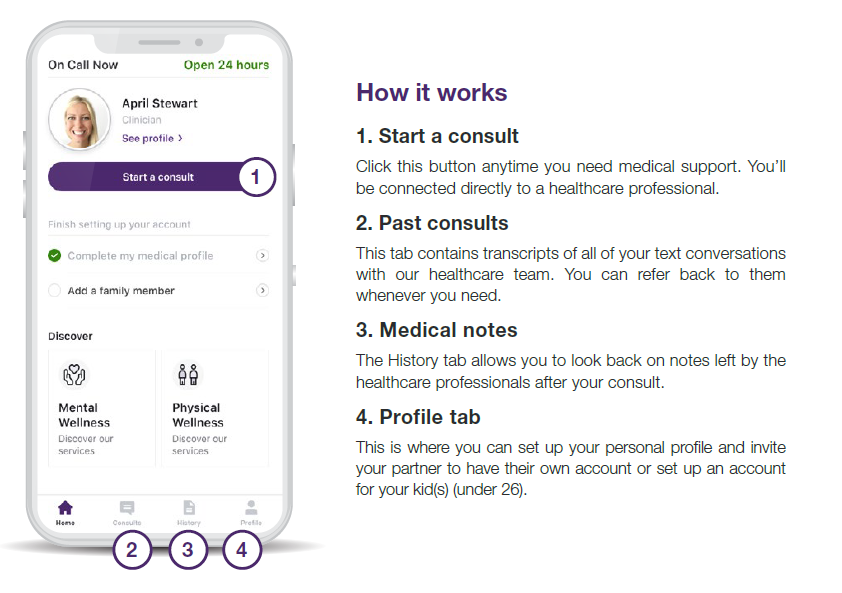
Preview: Care when and where you need it.

Dear employee,

Did you know? TELUS Health Virtual Care allows you to access the physical and mental health care you need as soon as you need it. No matter the time of day or where you are\*, service is available directly on your phone or computer, and without requiring an appointment.

If you haven’t yet created your account, you can do so [here](http://virtualcare.telushealth.com/welcome/activation) using our group number *[Insert employer group number]* and your personal coverage identifier *[insert employer personal coverage identifier type].*

Once you’ve activated it, here’s an overview of what you’ll find on the app:



If you have any questions about TELUS Health Virtual Care in the meantime, don’t hesitate to reach out to [help@vc.telushealth.com](mailto:help@vc.telushealth.com).

The TELUS Health blog has additional health-related resources and articles, and more information about virtual care.

[CTA: [Visit the blog](https://www.telus.com/en/health/blog?category=all)]

Sincerely,

*[Employer representative here]*

\*service is only available in Canada

\*\*dependents under 26 years old are eligible for service.

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# Email 2 - What to use it for

**Subject**: You have virtual care. Now what?

**Preview**: Learn more about what you can use virtual care for.

Hello,

As you may know, your new TELUS Health Virtual Care app gives you access to 24/7 care. But do you know what that concretely means?

The service can help you with the majority of things that would otherwise take you to your family doctor or walk-in clinic, including general questions about your health, your child’s rash or cough, support for anxiety, and much more.



You can also book appointments\* with specialists in mental health, physiotherapy, and nutrition.Simply start a consult to receive care or book an appointment.

If you haven’t yet created your account, please visit the [user portal](http://telushealth.com/vcportal), select Create your account, follow the steps, and when prompted, input your group number *[Insert employer group number]* and personal coverage identifier *[insert employer personal coverage identifier type]*

If you have any questions, please reach out to [help@vc.telushealth.com](mailto:help@vc.telushealth.com)

Sincerely,

*[Employer representative here]*

\*Appointments with specialists incur additional costs which may be eligible for reimbursement by your benefits plan.

# Email 3 - Mental Health

**Subject:** Taking care of your mental and physical health

**Preview:** Our team of clinicians are available for primary mental health support 24/7 and on-demand.

Hello,

Being healthy goes beyond physical health: mental health is just as important.

With 56% of Canadians saying that the pandemic has negatively impacted their mental health1, it’s important to us to be able to offer you the mental health support you need, including with TELUS Health Virtual Care.

1. **TELUS Health’s team of clinicians** are available for primary mental health support 24/7 and on-demand, meaning no appointment is required.
2. A team of **mental health specialists** — registered social workers, psychologists and psychotherapists — are available for therapy appointments directly on the app.
3. **TELUS Health’s** clinicians can consult with psychiatrists for support with more complex cases, helping to support patients during the months-long wait time for an in-person assessment.

If you haven’t yet created your account, please visit the [user portal](http://telushealth.com/vcportal), select Create your account, follow the steps, and when prompted, input your group number *[Insert employer group number]* and personal coverage identifier *[insert employer personal coverage identifier type]*

Our user portal allows you to sign into your account for medical consults, from your phone or computer. You can also refer to our FAQ about virtual care.

[[Visit the portal](http://www.telushealth.com/vcportal)]

Sincerely,

*[Employer representative here]*

1. [Majority (56%) of Canadians Say COVID-19 Having a Negative Impact on their Mental Health](https://www.ipsos.com/en-ca/news-and-polls/Majority-Of-Canadians-Say-COVID-19-Having-Negative-Impact-On-Their-Mental-Health)

2.Therapy sessions incur additional costs, which may be eligible for reimbursement as part of your benefits plan.