

# Services Overview

Personalized care.  
Premium service.



# Who we are

We're a national network of highly skilled medical professionals dedicated to improving patient outcomes and helping Canadians lead happier, healthier lives.

From preventive health to primary care, mental health, occupational health and beyond, our over 800-member team has the medical expertise, experience and know-how to help keep your employees in top form, all along their wellness journey.

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# What we offer



## Reliable, comprehensive care for the workforce

We're in the business of protecting your company's number one asset: your people. Our team will work closely with you to help reduce the risk of injury, improve your safety standards and set your workers up for success.



## Service delivery tailored to your needs

Whether you need temporary on-site services through our mobile units, support running your on-site clinic, an experienced partner to manage risk in remote locations, a state-of-the-art care centre to send your workers to or access to quality virtual care, we have the solution to meet your needs.



## Services that deliver measurable results

Our philosophy is simple: risk prevention should be an integral part of an organization's health and safety culture, rather than a stand-alone initiative. We'll work closely with you to audit, improve and integrate services that can both drive your ROI and improve healthcare outcomes.



## Best-in-class technology

We offer 24/7 virtual care to give your staff access to quality healthcare, anywhere, anytime, while our powerful digital healthcare solutions keep all key players up-to-date on your employees' health, without infringing on any individual's privacy.





# The industries we serve

## Mining

From pre-employment medicals to biological monitoring, we deliver timely, remote solutions that suit your needs.

## Oil & gas

We're well-versed in CAPP/OGUK medicals, and service operations both upstream at drilling sites and downstream in remote refineries.

## Construction

We deliver alcohol and drug tests and personal injury prevention plans to help minimize risk of disability and wear and tear on the body.

## Manufacturing

Whether it's minimizing exposure to hazardous substances or administering alcohol and drug tests, our team knows what it takes to keep your workers safe.

## Shipping & logistics

From aviation and seafarer pre-employment medicals to ergonomic assessments and disability management, our services are specially designed for the shipping industry.

## Municipal transit

Accessible transit assessments, flexible remote services, and expertise in CUTA's Canadian Code of Practice and AODA legislation are just some of the great services we offer.



# Our services

## Screening and testing

- Physical assessment and medical history
- Pre-employment standards
- Fitness for duty
- Job demand analysis
- Vision testing
- Audiometric testing
- Pulmonary function testing
- Respiratory fitness testing

## Health surveillance

- Biological monitoring (lead, asbestos, silica)
- Alcohol and drug testing
- Health risk assessment
- Hearing conservation program
- Pulmonary-related occupational surveillance

## Travel and immigration

- Expat and repatriation medicals
- Immigration medicals
- Travel vaccinations

## Injury prevention

- Ergonomic assessments
- Personal injury prevention plans
- Warm-up programs
- Educational workshops
- Medical directorship
- Medical governance

## Nutrition and fitness

- Fitness training
- Nutrition coaching
- Online wellness portal
- Exercise plans
- Galley/cafeteria training

## Virtual care 24/7

- Virtual access to clinicians for primary care and mental health care
- Prescription renewals, specialist referrals and lab requisitions
- Access to the medical notes from previous virtual consults, available to our healthcare professionals

Please note that specific cases may require an in-person medical appointment at the discretion of your virtual care practitioner. Virtual care should not be used for emergencies, workplace injuries, Workers' Compensation forms, sick notes for more than three days, or in place of disability case management processes.







# The TELUS Health difference

## Increased access and continuity of care

Our integrated set of services and technologies, spanning remote, on-site, in-clinic and virtual care, will help you keep your workers safe, healthy and set up for success.

## Full suite of services

Our complete portfolio of technology-enabled health, safety and wellness solutions – from pre-employment screening to injury prevention, primary care or mental health support – will help you reduce and mitigate risk in the workplace and support the development of a strong health and safety culture across the organization.

## Profound insights

Our systems with numerous data points and deep analytical capabilities will provide the insight you need to take a proactive, preventive approach to health and safety.

# Services right where you need them



## Mobile services

Unmatched by any other provider, our teams have the specialization, training and tools to work in harsh remote environments.



## Services at our Care Centres

A variety of screening tests can also be performed at the TELUS Health Care Centres in the following locations: Vancouver, Calgary, Edmonton, Thompson, Sudbury, Toronto, Ottawa, Montréal, Québec City, St. John's.



## On-site services

Whether you work at a factory, an office or a power plant, we can station first aid respondents, on-call physicians and other staff members to help you with your needs.



## Virtual care

We can also connect your employees to friendly, knowledgeable clinicians 24/7, 365 days a year, who provide convenient, private care for non-emergency physical and mental health concerns.





Helping your employees  
take the first step towards  
better health.

Where to find us:



**Contact our team**

Toll-free number  
1-800-361-3493  
[telushealth.com/carecentres](https://telushealth.com/carecentres)