

Frequently Asked Questions – Healthcare Online



General

1. What is Healthcare Online through TELUS Health?

Healthcare Online provided through TELUS Health gives you 24/7 access to virtual primary care providers via mobile and web applications, anywhere in Canada. Through this service, you will be able to get prescriptions, general medical advice, laboratory requisitions, and specialist referrals.*

2. How does Healthcare Online work with my family doctor or other health care professional?

Healthcare Online is complementary to your family doctor and broader circle of care. In fact, with your consent, virtual visit notes can be shared with your family doctor. And, if your doctor has TELUS EMR (electronic medical records), the virtual visit notes will be uploaded directly to your family doctor's EMR.

3. If you have in-depth questions about Healthcare Online, what should I do?

You can contact TELUS Health's support team by email at:

- help@vc.telushealth.com (EN)
- aide@sv.telusante.com (FR)

Note: There is no direct support phone number, so you will need to reach out by email.

Access

4. How can I register and access Healthcare Online?

You can easily access Healthcare Online through single sign-on via the Manulife Mobile app, under the 'Get care' section or on the plan member site under 'Healthcare Services'. You can also invite your family members to join and create their own account once you access and register for your account. Children under 16 will be set up under your profile.

5. How do I add my spouse?

Once you access and register your account, use the 'Profile' tab, scroll down to Invite Partner. Then enter their email address and send the invite. Your partner's account will be associated with yours, but their account and data are separate and private.

6. Can children over 16 years old (or 14 years old in Quebec) contact Healthcare Online directly if they download their own app?

Yes. You can set up your younger children in the 'Profile' tab, and your older dependants can have their own account and initiate consults independently. To set up their account, you first need to engage with live care support. Once you have provided the name and email address of your young adult dependant (between 16 and 25 years old), TELUS will then send your dependant a separate invitation for them to download the app and use it individually.

Services

7. Do I consult with a different clinician at every call or can I choose to deal with the same individual?

Depending on the timing of your subsequent call, you may have a visit with the same clinician. If you would like to see the same clinician, Healthcare Online can inform you when the person is online next, and you can 'Start a Consult' during those hours. Or you can receive help right away from any other clinicians available at this time.

8. Can I use this service to get a referral for massage therapy for plans that require a referral? And can I use this service to get a doctor's note for an absence? If so, is there an additional charge?

Yes, referrals to specialists and allied health care professionals are available through the service, along with medical notes (a medical note for up to a maximum period of 3 days and only once per absence/illness, if deemed appropriate based on your medical condition are included). While there is no charge for these referrals and medical notes, there are situations where there may be charges and in those cases a credit card will be required.

9. Are there restrictions on the type of scripts the clinician can write?

Clinicians do not write prescriptions for controlled substances such as opioids.

10. What if my health concern can't be resolved virtually?

The healthcare professionals will recommend you schedule an appointment with your family physician for a physical exam. If you don't have a regular primary care provider, then Healthcare Online can help you find a nearby primary care clinic to visit.

11. Why and when do I need a video consult?

Video consults are used to validate identity and as part of certain clinical diagnostic tests and exams. If you are asked to do a video consult by a clinician but are not in a private enough space, please feel free to re-engage with the clinician when you are in a private space.

12. Is EN and FR supported? Are both languages available with the live chat? Are other languages available?

The mobile, desktop, and live care support are all available in both English and French. Other languages are available through translation services.

13. Do I need to have provincial coverage (OHIP in Ontario) to use Healthcare Online?

No, Healthcare Online services are considered uninsured and do not require provincial health insurance coverage.

14. Do the practitioners have to be located in the same province as my province of residence?

Clinicians are licensed in the provinces and territories that they provide care. You will be asked for your location during the intake process and matched with a provider in the province in which you are located.

15. Can I use Healthcare Online when out of the country?

Healthcare Online is not an emergency medicine service and due to regulatory limitations, it is not available outside of Canada. However, it should be noted that our emergency travel assistance provider, Global Excel Management, does make virtual care available as part of coverage.

16. How can my spouse and I both have access to our young child's account?

Both parents have access to the records of their dependants under 16 years old (14 in Quebec). For example, if 1 parent does a consult for the child, the spouse will be able to see the health care provider's consult summary note in the 'My Health' section.

Coverage

17. How do I know if Healthcare Online is covered under my plan?

If Healthcare Online is included as part of your benefits plan, you will be able to access the services right from the Manulife Mobile app under 'Get care', 'View health care services', and 'Virtual healthcare'.

Privacy & Confidentiality

18. What security measures does Manulife take to ensure my personal information remains private and confidential?

Manulife's Privacy Policy and the Personal Information Statement set out the purposes for which we collect employee personal information from employees. Protecting employee personal information and respecting your privacy is important to us. You can learn more about our [Canadian Privacy Policy](#) and the [Personal Information Statement for employers' Group Benefits plans](#). You can also read our [Online Privacy Statement](#) which explains how we collect, use, and disclose personal information we collect on our websites and apps.

19. Are my health records secure?

All data is encrypted and stored in a SOC 2 compliant, Canadian data center. All text messages and video consults are end-to-end encrypted.

TELUS Health routinely performs third-party penetration testing and threat risk assessments to ensure that their security practices are up-to-date and effective. Access to medical information is restricted based on region and role: only the member and the clinical team directly involved in the member's care can access your medical records.

20. Will my employer know if / why I've used the service?

No. None of your personal health information or reasons for using the app are shared with your employer. Any information shared with employers would be aggregated, so you are not identified as an individual.

21. Who has access to my health information?

Only approved clinicians or individuals you have consented to receive information will have access to your health information. You can also choose to sign a consent to share your data with us – while we protect your personal information and respect your privacy – to further personalize your overall group benefits experience and provide next best actions for your health.

*Following changes introduced by the Nova Scotia Health Authority in 2024, virtual care providers in Nova Scotia are unable to order laboratory or diagnostic imaging tests.

Healthcare Online is a voluntary program offered in partnership with TELUS Health. Please note that TELUS Health Virtual Care is not meant for medical emergencies. In case of emergencies, please call 911. Virtual healthcare services are not intended for situations requiring an in-person physical examination or assessment.

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