

Getting set up with TELUS Health Virtual Care

You've got access to Healthcare Online

Healthcare Online is here to support you and your loved ones with your primary care needs, including mental health. <Employer> has provided you with on-demand virtual care as part of your health benefits – all you need to do is sign-up!

You and your family* now have a new way of accessing top-quality primary care with Healthcare Online. Healthcare Online is delivered via the TELUS Health Virtual Care app and gives you 24/7 secure access to Canadian healthcare professionals for appointments and treatment. All right from your mobile device within minutes, in French or English.

Get Started Now!

www.ManulifeHealthcareOnline.ca

TELUS Health's healthcare professionals can provide:

- Diagnoses
- Advice
- Prescriptions (new and renewals)
- Lab and imaging orders
- Specialist referrals

You and your family members* can also use Healthcare Online for many of the same things that you would usually go to your primary care provider for, including:

- COVID Symptoms
- Cold and flu
- Mental health
- Skin and eye issues
- Sexual health

Healthcare Online and TELUS Health Virtual Care are meant to be an addition to your regular healthcare team, not a replacement. With your consent, medical notes from your virtual consults can even be shared with your family doctor. Of course, your medical information will never be shared with <Employer> or with Manulife Group Benefits.

Get started today!

THE MANUFACTURERS LIFE INSURANCE COMPANY (MANULIFE)

Follow the link in your plan sponsor's email or on the Wellness Centre on the Plan Member site.

9:41

← TELUS Health X

Manulife

With TELUS Health Virtual Care, you and your eligible family members will have 24/7 secure access to Canadian healthcare professionals – all right from your mobile device or computer and within minutes, whenever you need them, in French or English.

First, we'll need your email address:

Email Address

Why do you need my email? >

Continue

Enter your personal or work email.

9:41

← TELUS Health X

Manulife

In what province do you currently live in?

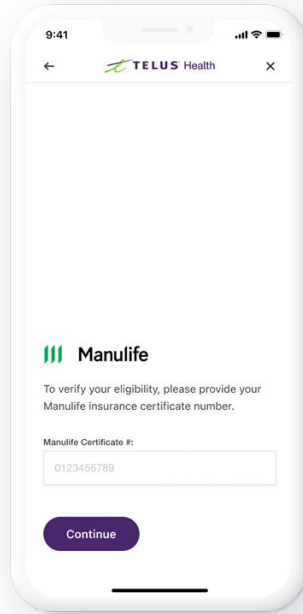
We need this information in order to connect you with a clinician licensed to practice medicine in your province.

Province

Continue

Select your province of residence.

Setting up your account



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← TELUS Health X

Manulife

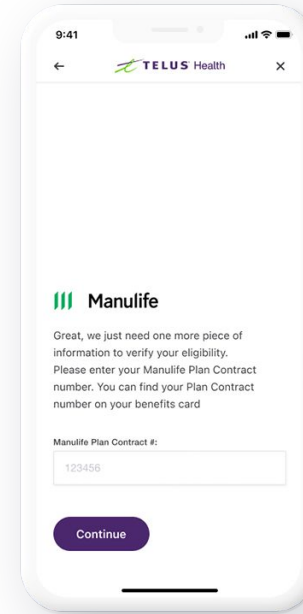
To verify your eligibility, please provide your Manulife insurance certificate number.

Manulife Certificate #:

0123456789

Continue

Enter your Manulife certificate number (without leading zeros).



9:41

← TELUS Health X

Manulife

Great, we just need one more piece of information to verify your eligibility. Please enter your Manulife Plan Contract number. You can find your Plan Contract number on your benefits card

Manulife Plan Contract #:

123456

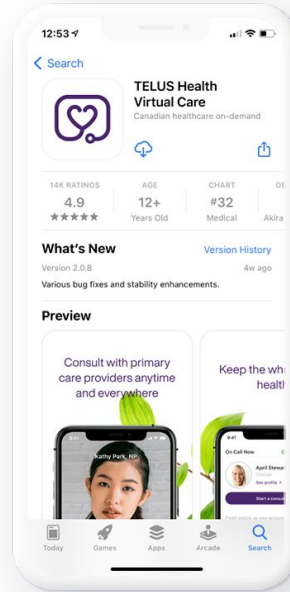
Continue

Enter your Manulife plan contract (policy) number.

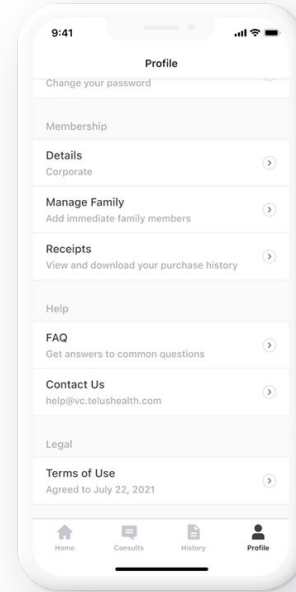
Setting up your account



Once your eligibility is verified, you will receive an activation email.

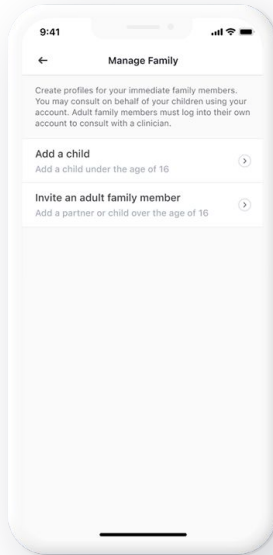


Download TELUS Health Virtual Care from the App Store or Google Play.

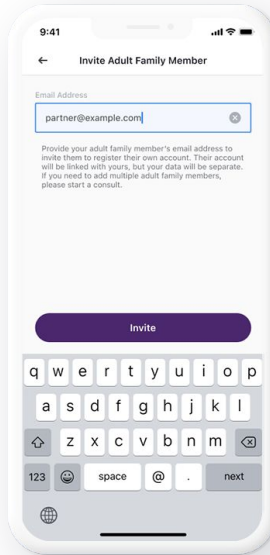


Log on and set up your profile.

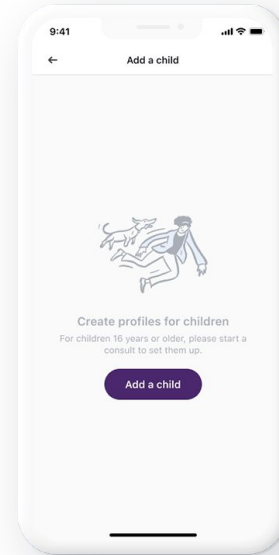
Adding family members



Use the Profile tab to set up your children and invite your spouse to have their own account.



Enter your spouse's email address and they will receive a link to set up their own account.



Children under 16* are set up within your profile. For older children, start a consult and ask for them to be set up.