

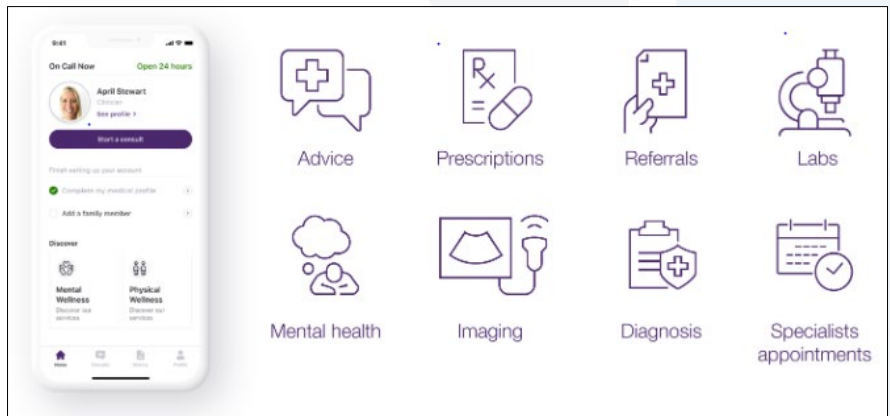
NDT Industry Health Benefit Plan

TELUS Health Virtual Care

Under the NDT Industry Health Benefit Plan, **TELUS Health Virtual Care** provides eligible Members, Retired Members and their families with confidential online virtual access to medical practitioners, doctors and other health care professionals without having to leave their workplace or home, avoiding travel and wait times that come with traditional medical care options.

TELUS Health Virtual Care provides immediate, 24/7 professional medical support from your laptop, smart phone, Apple or Android device. All interactions are with live, qualified healthcare professionals – no chatbots or call centres. Once registered and logged in to **TELUS Health Virtual Care**, you will enter your name and the reason for the consult, and a live, **TELUS Health Virtual Care** Care Manager will be accessed to gather the information needed to connect you with the appropriate medical practitioner. You will also need to have government ID handy (Health Insurance Card, Driver's License or Passport) when booking a consultation.

The assigned practitioner can address basic physical and mental health needs, obtain referrals to specialists, issue and renew prescriptions and lab or other diagnostic tests ordered, as appropriate. As the service is also available to your family members, it can be particularly helpful as it allows you or your spouse to consult with a nurse or doctor about your children's ailments to help you determine whether your child needs to be seen in-person at a clinic or is able to go to daycare or school. It's also convenient for Members who are working on a jobsite far from home and their regular family physician.



You'll need to register and set up an account. Use **Group Number 4240**, and for your personal coverage identifier use your Client ID number from your pay-direct card. See the enclosed information on how to register and start your journey with **TELUS Health Virtual Care**. **If you experience any difficulties, please email help@vc.telushealth.com**

If you have questions about your eligibility, please contact D.A. Townley at 604-299-7482 or toll free 1-800-663-1356 or by email to admin@datownley.com.

What are you waiting for? Register today!

How to activate your account.



Gain access to your very own personal health and wellness resource at **virtualcare.telushealth.com/welcome**.



1

TELUS Health

Sign up

Let's get your account set up!
First, we'll need your email address:

Email Address

Enter your email address

Why do you need my email? >

Continue

Enter the email address you would like to use to set up your account.

2

TELUS Health

Sign up

In what province do you currently reside?
We need this information in order to connect you with a clinician licensed to practice medicine in your province.

Province

Select your province

Continue

Enter your province.

3

TELUS Health

Sign up

There are several ways to get a TELUS Health Virtual Care account. How do you plan to sign up?

I'm eligible through my group or individual health plan

I'm eligible as a student

I'm looking into purchasing my own membership to TELUS Health Virtual Care

I'm not sure

Select your eligibility.

4

TELUS Health

Sign up

We'll need to verify your eligibility.
Your plan provider could have either provided us with your email address or provided you with your group number.

I'll enter the email associated with my health plan

I'll enter my group number

Show me a list of eligible health plan providers

Select the option to enter your group number.

5

TELUS Health

Sign up

Enter your group number and your personal coverage identifier supplied by your plan provider.

Group Number

7033

Personal Coverage Identifier

T6465405

Continue

Enter your group number and personal coverage identifier.

6

TELUS Health

Sign up

Good news! Your account is eligible for a TELUS Health Virtual Care membership.
To verify your identity, we'll send you a welcome email with an activation link.

Email me my activation link

Get your unique activation link.

7

Welcome to TELUS Health Virtual Care

info

TELUS Health

Organization has invited you to TELUS Health Virtual Care.

You now have 24/7 access to friendly, experienced health care professionals, right on your phone or computer. You can connect to the app whenever you need care, wherever you are, and use encrypted text or video to address health questions and issues as they come up.

To activate your TELUS Health Virtual Care account, please click below:

Activate your account

Have a quick health or wellness question?

Need a prescription refill? Want to avoid

Follow the link in the email you received to activate your account.

8

Sign In

Email Address

example@email.com

Password

Enter your password

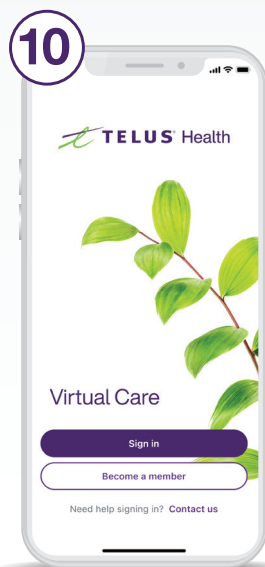
Forgot your password? →

Sign In

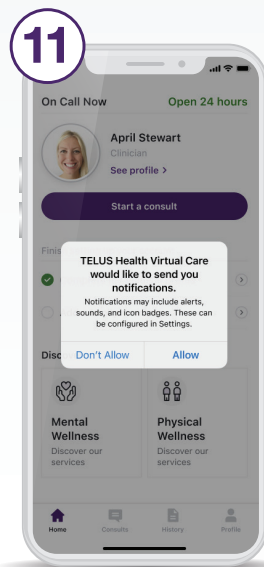
Enter your email address and choose a password.



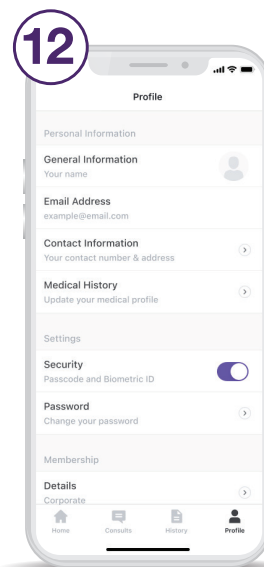
Download from the App Store or Google Play.



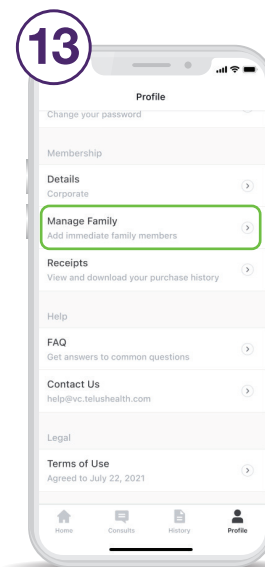
Use your account credentials to sign in to the app.



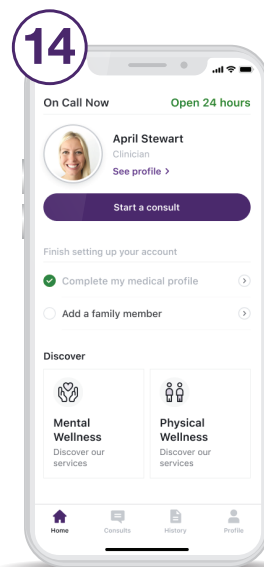
Ensure you have enabled notifications.



Set up your profile under the Profile tab.



Scroll down the Profile tab to add family members.



Start a consult from the home screen as soon as you need care.

Need help? Contact us at help@vc.telushealth.com