



B.C. Marine Industry Employee Health Benefit Plan

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www.bcmarinebenefits.org



TELUS Health Virtual Care – Now Available!

Are you aware that there is a NEW Virtual Health Care / Telemedicine Benefit, **TELUS Health Virtual Care**, available to covered Plan Members and their dependents under the BC Marine Industry Employee Health Benefit Plan?

TELUS Health Virtual Care provides eligible Members and their family 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. You will need your Client ID number (when they ask for your personal coverage identifier) from your pay-direct card and use **Group Number 4240**. 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

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

2

Enter your province.

3

Select your eligibility.

4

Select the option to enter your group number.

5

Enter your group number and personal coverage identifier.

6

Get your unique activation link.

7

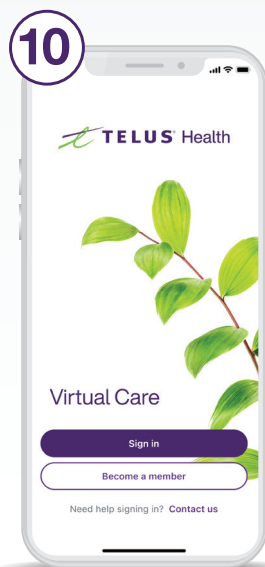
Follow the link in the email you received to activate your account.

8

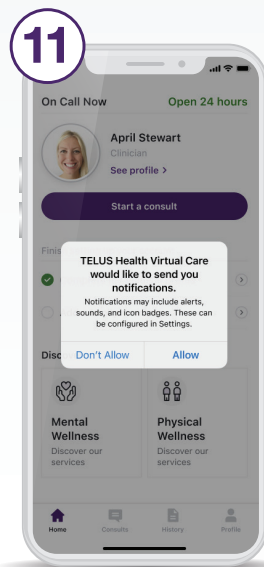
Enter your email address and choose a password.



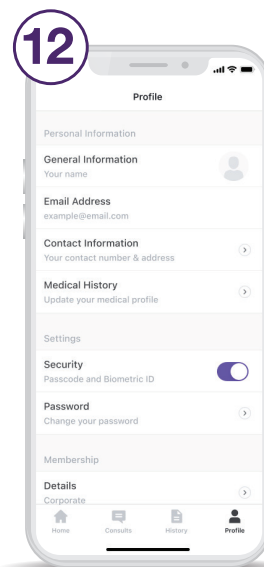
Download from the App Store or Google Play.



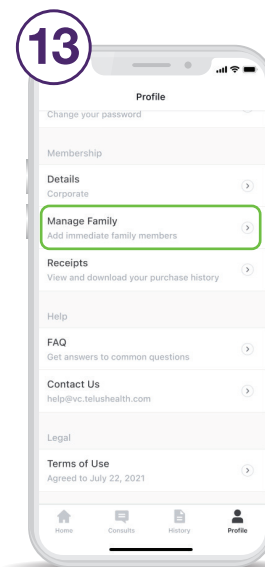
Use your account credentials to sign in to the app.



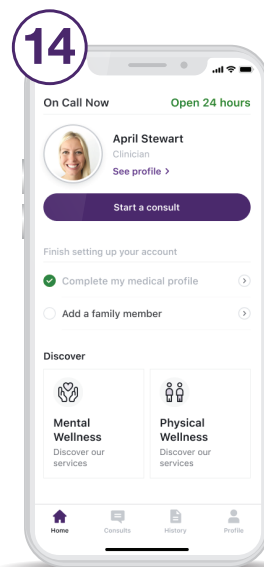
Ensure you have enabled notifications.



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