Manulife



Healthcare Online - Easy access to virtual healthcare 24/7

Life gets busy but your health and well-being are important. Healthcare Online or virtual healthcare, as it is commonly referred to, can support you and your loved ones with your primary care needs, including mental health.

This voluntary program is offered in partnership with TELUS Health and allows you to prioritize your health, anytime, anywhere in Canada. Get convenient, secure access to quality care, 24/7, for you and your eligible family members (as defined in your benefits plan).

Virtual healthcare made easy

Between work, family, and personal commitments, taking care of your health can sometimes feel like an afterthought. Healthcare Online provides easy, confidential, personalized access to healthcare professionals who can provide you with:

- diagnostics
- medical consultation and advice
- prescriptions (new and renewals)
- lab and imaging orders*
- specialist referrals
- sick notes

Skip the long wait times

Use Healthcare Online for many of the same things that you would usually go to your health care provider for, including:

- common ailments: such as cold, flu, sore throat, and ear infections
- chronic conditions: such as diabetes, asthma, and high blood pressure
- mental health support: such as anxiety and depression
- dermatology and ophthalmology: such as skin conditions and eye issues
- sexual health: such as contraceptives and STIs
- other health conditions: such as arthritis and migraines

Online services

Book appointments in advance or access care anywhere in Canada, at a time that fits your busy schedule. Get virtual healthcare consultations using your smartphone or computer, online via video or chat in English or French.

Receive personalized 1-on-1 live care support and guidance during the intake and healthcare consultation process.

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How to get started:

Choose to access Healthcare Online in a way that's most convenient for you.

Mobile:

Sign into the Manulife Mobile app, navigate to the "Get care" section then select "View health care services". When you sign in for the first time, create a profile and agree to the terms and conditions.

Web:

Sign into your plan member site at **Manulife.ca/signin**, navigate to "Health care Services" then select Healthcare Online.

How can my family members access Healthcare Online?

You can invite your family members to join and create their own account through the TELUS Health platform once you have completed your registration:

In the TELUS Health platform, head to the "Profile" tab to set up your children and invite your spouse to set up their own account. Please note that children under 16 (14 in Quebec) will be set up under your profile. If they're older, connect with live care support through the chat feature to set them up separately.

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

Get started today!

Get more health from your benefits.

*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. Please note that Healthcare Online is not a domestic or international travel medical service. Healthcare Online and TELUS Health Virtual Care are meant to be an addition to your regular healthcare team, not a replacement. Controlled substances cannot be prescribed virtually.

All personal health data will be stored securely in Canada to ensure privacy and security. With your consent, medical notes from your virtual consults can be shared with your family doctor. Of course, your medical information will never be shared with your employer, but you can choose to share your data with Manulife by consent to further personalize your overall group benefits experience.

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