

# TELUS Health Virtual Care: Client update.



As we near the end of 2022 and move into the busy holiday season, we wanted to highlight some materials we've recently created to support you and your members, as well as share a service enhancement and some key industry trends.

## New support materials.

We are pleased to offer new materials to support your activation and engagement efforts. These materials are available in multiple formats so you can choose the most relevant tools to share with your members.



Download

### Monthly newsletter (November)

The monthly newsletter provides seasonally relevant information and educational content related to virtual care. While the newsletter is sent directly to most activated members, you can also download and share it with all eligible members to encourage them to activate their account. The November theme was mental health at work and managing and accessing support for seasonal affective disorder.



Download

### Seasonal winter one-pager

The winter one-pager encourages activation and engagement, and can be shared with all eligible members. It outlines the need to look after mental health during the winter months and reminds members of the support available through Virtual Care.



Download

### Holiday postcard

This holiday postcard encourages account activation and is available in digital and print formats with two image options. Use them to spread the holiday spirit while encouraging members to activate their account.

## Keeping up with industry trends.

Health and wellbeing programs continue to serve as a differentiator for employers. We are pleased to provide you with our infographic: [Virtual Care: Investing in employee health and wellbeing](#). A follow up to our [industry whitepaper](#), this document provides an overview of the most common ways Canadians use virtual care, their satisfaction with various services, and statistics about the impact of virtual care as an employment benefit.

## Multi-factor authorization enhancements.

Multi-factor authorization is an added layer of protection designed to keep you safe online. With that in mind, we are happy to share a recent enhancement to our multi-factor authorization service: users now have the flexibility to access the Virtual Care app using a wider variety of authenticators while maintaining TELUS' strong commitment to privacy and security. Note that users will be asked to reset their authentication settings as part of the update.

We look forward to answering any questions you might have. Please feel free to get in touch with your Virtual Care customer experience representative, or email [clients@vc.telushealth.com](mailto:clients@vc.telushealth.com)

Wishing you a happy and healthy holiday season,  
The Virtual Care team