



Virtual Pharmacy

A pharmacy app that supports you and your healthcare team.

TELUS Health Virtual Pharmacy is a full-service pharmacy that sorts and delivers medication at no additional cost. We coordinate with doctors, insurance companies and other pharmacies to transfer prescriptions and keep refills up to date.

For you

Meds sorted and delivered.

We package your medication by the times of the day you take them and deliver them to you for free.

Refill and renewal reminders.

With your permission we work with your doctors to proactively renew your prescriptions when your refills run out.

Full medication list.

You can access your full medication list anytime from our app.

We are at your fingertips.

If you ever have questions about your medication, we're always happy to help.

For your care team

Packaged by doctor/pharmacist instruction.

Our machine automated sorting process is guided by instructions provided by your prescriber and time of day by the pharmacist.

Proactive prescription management.

To allow time for sorting and shipping, we request refills 1 week before they're due for renewal.

Medication reviews.

Our pharmacists review each customers' full med regimen for potential drug interaction issues.

Healthcare team collaboration.

To speak with a pharmacist, your prescriber can call our toll-free number 1-877-796-7979 M-F 8:30-5pm (local time)

Family medication management

Your personalized medication dashboard makes it easy to manage prescriptions for your children and other adults you care for. If someone you care for has difficulty remembering when and how to take their medications, you'll have the information at your fingertips to help them take their medications correctly.



Preferred member Virtual Pharmacy card

Steps to fill your prescription.

- 1** Visit your doctor.
- 2** Show this card.
- 3** Ask them to fax or call us.

For acute prescriptions, please visit your local pharmacy.

Fax your prescriptions here:

West (AB, BC, NT, YT) 1-855-295-7174
 Central (MB, NU, SK) 1-833-815-5756
 East (NB, NL, NS, ON, PE) 1-877-835-8329

Prefer to speak with someone?

Give us a call. 1-877-796-7979

Faxed prescriptions are valid only if faxed directly from your doctor's office. Narcotic, controlled and targeted medications cannot be delivered. Please fill locally. Service not currently available in Quebec.



Each time your doctor gives you a prescription, simply show your card.