

Healthcare *Online*



Helping Canadians get the care they need when they need it, where they need it

Healthcare Online gives plan members online, on-demand access to healthcare professionals who support primary care, mental health, and other wellness needs. Members can get the care they need, when they need it, so they can bring their best to work.

Why Healthcare Online?






Studies indicate that 68% of Canadians have skipped a doctor's appointment or avoided seeing their doctor altogether¹. This may be due to long wait times or the inability to book appointments outside of working hours¹. As a result many may delay getting help, or get no treatment at all, for their health concerns. And when members are unwell, they are less likely to bring their best to work.

Introducing Akira by Telus Health – Leading-edge Virtual Care

Healthcare Online is delivered via the Akira App. Akira by Telus Health offers 24/7 virtual care with on-demand access to healthcare practitioners via text, video, and chat. Akira is available across Canada with services offered in English and French.

The Akira app is the product of innovative research and development since 2015 - delivering a new way to seek care that works in tandem with the Canadian healthcare system.

Members can use Akira for many of the concerns that would otherwise take them to a doctor's office², including:

-  **Diagnostics**
-  **Advice**
-  **Prescriptions (New and renewals)**
-  **Lab and imaging orders**
-  **Specialist referrals**

Akira's healthcare professionals can resolve over 80% of concerns without the need for an in-person visit². This means members can save the time and stress associated with making appointments. So, they can get better and back to work sooner.

¹ IPSOS (2017), Seven in Ten Canadians (68%) Have Skipped Seeing a Doctor

² Akira Data (2019)

Availability

Healthcare Online is available to groups of all sizes with coverage at the group or division level.

Healthcare Online provides coverage for eligible family members, including the plan member, a spouse and dependent children under 26.



“I signed up, completed my info, had a video call with the nurse practitioner and my prescription was waiting for me to pick up.”

Manulife plan member

“We’re so thankful we can get care when we need it! Our whole family is actively using it.”

Manulife plan member

Supporting member mental health

Mental health is one of the top five reasons members use Akira². Akira offers first line mental health counselling and medical assistance through their nurse practitioners. Nurse practitioners are supported by in-house psychiatric consults when managing complex cases. Akira also helps members take the next step in their mental health recovery. This includes making referrals to specialists and recommendations for other support tools which may be covered by their benefits.

We make implementation easy

We make setting up Healthcare Online easy. We fully support getting employees set up and automatically manage billing and ongoing eligibility – without sharing any of your member files with Akira. As soon as you are ready to get started, we'll add a link on your member site and provide the promo material you need to get your members signed up.

Ensuring data privacy and security

Akira is committed to protecting privacy and personal health information by complying with all federal and provincial rules covering personal health information collection, use and disclosure.

All personal health information is encrypted and stored in a SOC 2-compliant, Canadian data centre. Akira routinely performs third-party testing and threat risk assessments to ensure that their security practices are up-to-date and effective.

Reporting

We offer quarterly reporting so sponsors can see how Healthcare Online is working in their organization. We report on uptake with metrics on registration, usage and satisfaction rating. Any program data shared with Manulife and plan sponsors will always be aggregated at the Manulife block level³, and de-personalized to protect and maintain members' confidential health data.

³ Some groups may get reporting on the sponsor level depending on the size and demographics of their member group.



The Manufacturers Life Insurance Company (Manulife)

All personal health data will be stored securely in Canada to ensure privacy and security. Please note that Healthcare Online is not a domestic or international travel medical service. Please note that Akira is not meant for medical emergencies. In case of emergencies, please call 911.

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