

ANNOUNCEMENT

Introducing service provider for virtual telemedicine

Virtual Healthcare, Powered by



We are excited to announce that, **effective January 1, 2020**, virtual health care (VHC) program will be included* as a part of your current Extended Health Care benefit in your group benefits plan, administered by GroupHEALTH. **For those who are not residing in the province of BC which already has legislations for telemedicine, there maybe a co-pay of CAD\$10 for each session that is initiated.*

Available 24/7, 365 days a year, this is a confidential, online service that provides virtual, on-demand access to knowledgeable, friendly primary care providers in French or English wherever you are in Canada and whenever you need it. The VHC service provides anytime/anywhere access to medical assistance without the need to use valuable sick days or personal time for doctor visits.

Employees & their families can consult confidentially with an accredited doctor or nurse practitioner by video conference using their phone, tablet or computer. The AKIRA medical team can diagnose medical concerns, write prescriptions, order diagnostic tests and refer patients to specialists.

Frequently Asked Questions:

What's Next?

GETTING STARTED WITH AKIRA

1. Go to akirahealth.ca/signup/grouphealth and click Register

You'll need your policy number and certificate number to verify eligibility. You can find these on your benefits card.

****IMPORTANT – Primary card holder must complete the registration and may invite their dependents over the age of 12**

2. Follow the instructions on the screen to set up your Akira account

You'll use your email address as your AKIRA account ID.

3. Once you've registered, download the Akira app for iOS or Android.

How quickly can I expect a face to face chat with a Health Care Professional

Once a member accesses the Virtual healthcare service via the app or computer, you will be immediately greeted by a triage nurse who will gather information about your concerns through text messages. You will then be connected to a nurse practitioner or doctor who will provide the necessary care services. Wait times to access the health care professional will vary due to the current demand but in general, based on the results of tens of thousands of virtual care sessions, the wait times are usually less than 2 minutes.

What Can I expect?

Access to the Virtual Healthcare service is made through either an app on a mobile device or through a computer.

The first time you access the Virtual Healthcare service, you will be required to go through an enrollment process. Additionally, you will be required to complete a short personal medical history and provide credit card information for the billing of any copays. **BC residents are not subject to copay fees as AKIRA will charge BC medical directly.**

What kind of information about use of the program is provided to my employer?

Employers never receive identifying information about individuals who have used the program. Only statistical and aggregate data is provided.