



## Business Profile

## User Guide

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# Chapter 1

## Business profile

This document describes how you can use the **Business profile** window to update your profile. The appearance of this window varies depending on your profile type and services.

### Business profile

[Request to merge with a duplicate profile and/or view the status of previous merge requests here](#)

<h4>Organization details</h4> <p><a href="#">Return to Work - Placement</a></p> <p><b>Organization name</b> TTT Medical</p> <p><a href="#">Manage organization details &gt;</a></p>	<h4>Contact person</h4> <p><b>First name</b> Molty</p> <p><b>Last name</b> Manager</p> <p><b>Email address</b>  moltymedicalao@gmail.com</p> <p><b>Role</b> Owner</p> <p><b>Preferred language of communication</b> English</p> <p><a href="#">Manage contact person &gt;</a></p>
<h4>Service address</h4> <p><b>Address</b> 10 Overlea Blvd, Toronto ON M4H 1A4 Canada</p> <p><b>Contact numbers</b> (Work Fax) 416-416-1920 (Work) 519-519-3999 ext. 5222</p> <p><a href="#">Manage address and contact numbers &gt;</a></p> <p><b>Business hours</b> </p> <p><b>Accessibility support</b> </p>	<p style="text-align: center;">+</p> <p style="text-align: center;">Add mailing address</p>



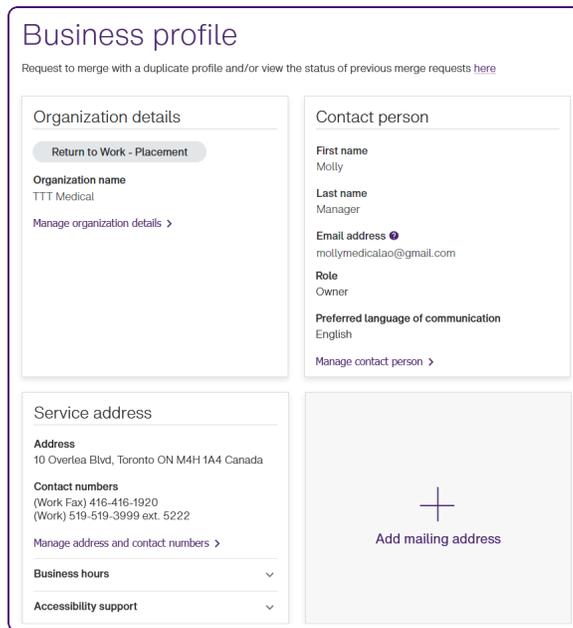
# Chapter 2

## Accessing your business profile

The **Business profile** window displays information about your head office, organizational, or provider profile.

1. From the Provider Portal, select the Menu  button, then select **Business profile**.

The **Business profile** window is displayed.



**Business profile**  
Request to merge with a duplicate profile and/or view the status of previous merge requests here

<p><b>Organization details</b></p> <p><a href="#">Return to Work - Placement</a></p> <p><b>Organization name</b> TTT Medical</p> <p><a href="#">Manage organization details &gt;</a></p>	<p><b>Contact person</b></p> <p><b>First name</b> Molly</p> <p><b>Last name</b> Manager</p> <p><b>Email address</b>  mollymedicalao@gmail.com</p> <p><b>Role</b> Owner</p> <p><b>Preferred language of communication</b> English</p> <p><a href="#">Manage contact person &gt;</a></p>
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Its appearance varies depending on your profile type.



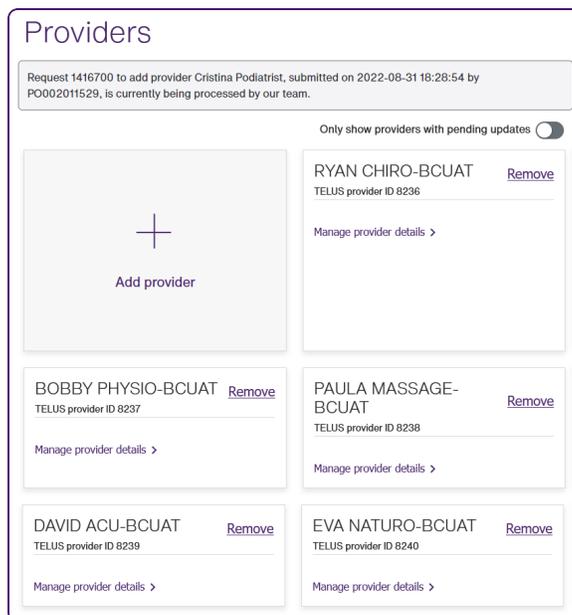
# Chapter 3

## Managing provider details

All changes to providers, with the exception of role removals, are reviewed by the TELUS Health team before they are implemented in the Provider portal.

1. From the Provider Portal, select the Menu  button, then select **Providers**.

The **Providers** window is displayed.



The screenshot shows the 'Providers' window. At the top, there is a notification: 'Request 1416700 to add provider Cristina Podiatrist, submitted on 2022-08-31 18:28:54 by PO002011529, is currently being processed by our team.' Below this is a toggle switch for 'Only show providers with pending updates'. On the left, there is a large box with a plus sign and the text 'Add provider'. On the right, there are six provider cards, each with a 'Remove' link and a 'Manage provider details >' link. The providers listed are: RYAN CHIRO-BCUAT (TELUS provider ID 8236), BOBBY PHYSIO-BCUAT (TELUS provider ID 8237), DAVID ACU-BCUAT (TELUS provider ID 8239), PAULA MASSAGE-BCUAT (TELUS provider ID 8238), and EVA NATURO-BCUAT (TELUS provider ID 8240).

2. Select the **Manage provider details** link beneath the name of the provider whose information you want to modify.



To display only those providers whose additions are pending approval, select the right side of the **Only show providers with pending updates** toggle:

**Only show providers with pending updates**

The window that is displayed is named after the provider you selected.

### Ami Nurse

Deletion of roles are effective immediately. All other changes must be reviewed by TELUS Health and will take approximately 10 business days. Updates will only be seen here if and when approved.

#### Profile

First name	Last name
<input type="text" value="Ami"/>	<input type="text" value="Nurse"/>
TELUS provider ID <small>Optional</small>	Effective date
<input type="text" value="2026081"/>	<input type="text" value="2022-06-13"/>

#### Roles and licenses

Role

License

The provider's license must be in the same province as the service address for the organization. To request the addition of a provider with a license from a different province, call TELUS support at 1-866-240-7492.

Country	Province	
<input type="text" value="CANADA"/>	<input type="text" value="Manitoba"/>	
License issuer	License number	License date
<input type="text" value="College of Registered Nurses..."/>	<input type="text" value="234578A-2"/>	<input type="text" value="2022-08-31"/>

Use the same format as in your license document including dashes, spacing, capital letters etc

Add another role



The **Role** field associated with an approved role is disabled, as you cannot select a different role once a role has been approved. You also cannot change the **Province**, which must match the province in which the organization is located.

3. Optionally update the provider's **First name** and **Last name**.

4. To delete a role:

- Select the Delete  button to its right.

This button is displayed if the role has not yet been approved, or it has been approved but there is more than one role. At least one role must be associated with each provider.

- The **Delete role** pop-up is displayed:

### Delete role

If you continue, the following role and related license information will be deleted as soon as you save your changes on the main page.

**Physician, Colorectal Surgery**  
The College of Physicians and Surgeons of Manitoba, 345234K-9  
31/08/2022

- Select **Continue**.

5. To add a role, select **Add another role**, then complete steps 6 to 10 of "**Adding providers**" on page 1.

6. To delete a role, select the Delete  button to the right of the applicable Role field.

The button is displayed adjacent to unapproved roles, and approved roles if there are at least two approved roles (in which case you can delete one but not both of the approved roles).

If you are deleting an unapproved role, the role is removed immediately.

If you are deleting an approved role, you must confirm your deletion from the confirmation box that is displayed.

Each approved provider must always have at least one license that has been reviewed and approved. To delete the only remaining license that is reviewed and approved, first add a new license, wait for it to be reviewed and approved, and then delete the other license.

7. Select **Save changes**.

The following dialog box is displayed if you changed the provider's first or last name:

### Change of name

Changes to the provider's name must be reviewed by TELUS Health. If the updated name does not match with the provider's college, your request will be rejected.

Ensure the provider's name has been updated with their college before continuing.

**Continue**

Select **Continue**, then **Save changes**.

The **Providers** window is displayed again. A message is displayed on the provider's card indicating that pending changes have been submitted.

Lis Te  
TELUS provider ID 2026081

---

There are #1 pending requests for this provider. For more information click 'Manage provider details'!

Chiropractor

[Manage provider details >](#)



# Chapter 4

## Managing organizational details

Changes that you make from the **Organizational details** window are automatically reflected in the system.

1. From the Provider Portal, select the Menu  button, then select **Business profile**.  
The **Business profile** window is displayed.

### Business profile

[Request to merge with a duplicate profile and/or view the status of previous merge requests here](#)

<p><b>Organization details</b></p> <p><a href="#">Return to Work - Placement</a></p> <p><b>Organization name</b> TTT Medical</p> <p><a href="#">Manage organization details &gt;</a></p>	<p><b>Contact person</b></p> <p><b>First name</b> Molly</p> <p><b>Last name</b> Manager</p> <p><b>Email address</b>  mollymedicalao@gmail.com</p> <p><b>Role</b> Owner</p> <p><b>Preferred language of communication</b> English</p> <p><a href="#">Manage contact person &gt;</a></p>
<p><b>Service address</b></p> <p><b>Address</b> 10 Overlea Blvd, Toronto ON M4H 1A4 Canada</p> <p><b>Contact numbers</b> (Work Fax) 416-416-1920 (Work) 519-519-3999 ext. 5222</p> <p><a href="#">Manage address and contact numbers &gt;</a></p> <p><b>Business hours</b> </p> <p><b>Accessibility support</b> </p>	<p> <a href="#">Add mailing address</a></p>

2. In the **Organization details** section, select **Manage organization details**.

The **Organization details** window is displayed.

Organization details

Operation details

Role

Rehab Centre

Organization name      Legal name

BCUAT FACILITY REHAB     

GST/HST Optional

012345678RT0123

Save changes      Cancel

The **Role** section is read-only.

3. Optionally change the **Organization name** and **Legal name**.

If you are registered for eClaims only, the **Organization name** is excluded.

4. If no **GST/HST** number was previously entered, you can optionally enter it now.

The GST number is a concatenation of nine digits, "RT", and four more digits.

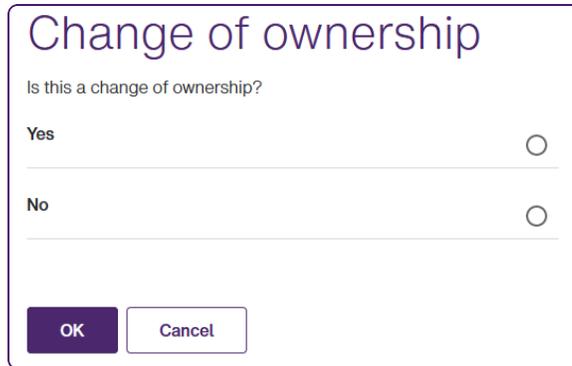
If a GST/HST number was previously entered, the **GST/HST** field is read-only. If your GST/HST number was entered incorrectly, you can select the Info  button for information on how to correct it. If your GST/HST number has changed, you must submit a new registration and specify that it is a change of ownership.

5. If the **Contact person** section is displayed, optionally update the **First name**, **Last name**, **Email address**, **Role**, and **Preferred language of communication**.

6. Select **Save changes**.

If you did not update the **Organization name**, the **Business profile** window is displayed again.

If you updated the **Organization name**, the **Change of ownership** dialog box is displayed.



**Change of ownership**

Is this a change of ownership?

**Yes**

**No**

**OK** **Cancel**

Select the appropriate response.

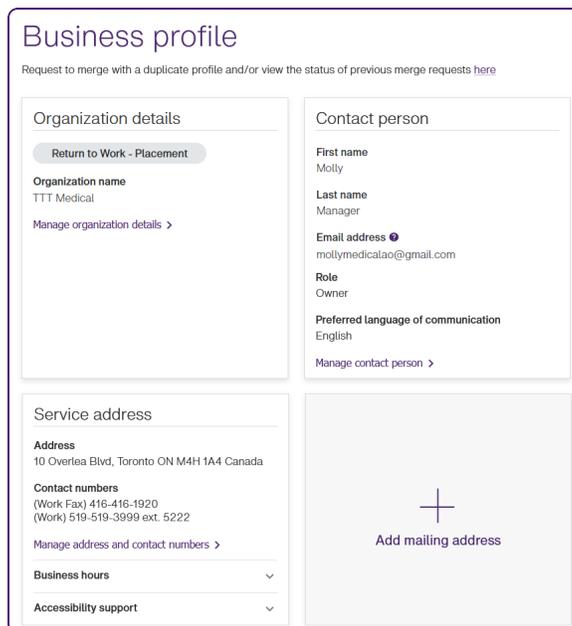
If you select **Yes**, you will be directed to register again, by selecting the **Register again** button.

If you select **No** and select **OK**, the dialog box closes and your changes are saved.

## Managing your contact person's information

1. From the Provider Portal, select the Menu  button, then select **Business profile**.

The **Business profile** window is displayed.



**Business profile**

Request to merge with a duplicate profile and/or view the status of previous merge requests [here](#)

<p><b>Organization details</b></p> <p><a href="#">Return to Work - Placement</a></p> <p><b>Organization name</b> TTT Medical</p> <p><a href="#">Manage organization details &gt;</a></p>	<p><b>Contact person</b></p> <p><b>First name</b> Molly</p> <p><b>Last name</b> Manager</p> <p><b>Email address</b>  mollymedicalao@gmail.com</p> <p><b>Role</b> Owner</p> <p><b>Preferred language of communication</b> English</p> <p><a href="#">Manage contact person &gt;</a></p>
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2. In the **Contact person** section, select **Manage contact person**.

The **Contact person** window is displayed.

### Contact person

The contact information below will be used by insurers in issuing statements.

First name	Last name
<input type="text" value="Laura"/>	<input type="text" value="BCUAT"/>
Email Address	Role
<input type="text" value="BCUATFacilityRehab@gmail.com"/>	<input type="text" value="Owner"/>

Preferred language of communication

English  French

3. Update the **First name**, **Last name**, **Email address**, **Role**, and **Preferred language of communication** as required.
4. Select **Save changes**.

The **Business profile** window is displayed again.

## Managing address and contact numbers

All changes to addresses and contact numbers are reviewed and implemented by TELUS.



International addresses are not supported for multi-service users. If you are registered with both the eClaims and WSIB services, you will only be able to enter Canadian addresses.

1. From the Provider Portal, select the Menu  button, then select **Business profile**.

The **Business profile** window is displayed.

### Business profile

[Request to merge with a duplicate profile and/or view the status of previous merge requests here](#)

<p><b>Organization details</b></p> <p><a href="#">Return to Work - Placement</a></p> <p><b>Organization name</b> TTT Medical</p> <p><a href="#">Manage organization details &gt;</a></p>	<p><b>Contact person</b></p> <p><b>First name</b> Molly</p> <p><b>Last name</b> Manager</p> <p><b>Email address</b>  mollymedicalao@gmail.com</p> <p><b>Role</b> Owner</p> <p><b>Preferred language of communication</b> English</p> <p><a href="#">Manage contact person &gt;</a></p>
<p><b>Service address</b></p> <p><b>Address</b> 10 Overlea Blvd, Toronto ON M4H 1A4 Canada</p> <p><b>Contact numbers</b> (Work Fax) 416-416-1920 (Work) 519-519-3999 ext. 5222</p> <p><a href="#">Manage address and contact numbers &gt;</a></p> <p><b>Business hours</b> </p> <p><b>Accessibility support</b> </p>	<p> <b>Add mailing address</b></p>

2. Do one of the following:

- If you are registered for the eClaims service only, select **Manage address and contact numbers** in the **Service address** section.

The **Service address** window is displayed.

### Service address

Changes to the address and contact numbers must be reviewed by TELUS Health and will only be seen here if and when approved. The review process will take approximately 10 business days.

#### Address

Address line 1

Country <sup>?</sup> Province <sup>?</sup>

CANADA British Columbia

City/Town Postal code

Richmond V2P 1C9

#### Contact numbers

Preferred	Country code	Contact number	Ext (Optional)	Type
<input type="radio"/>	+1 (CAN)	604-233-1000	<input type="text"/>	Work <input type="button" value="v"/>

Add a contact number

- If you are also registered for the WSIB service, select **Manage address and contact numbers** in the **Mailing address** section.

The **Mailing address** window is displayed.

### Mailing address

Changes to the address and contact numbers must be reviewed by TELUS Health and will only be seen here if and when approved. The review process will take approximately 10 business days.

#### Address

Address line 1

P.O. Box (Optional)

Country

Province

City/Town

Postal code

#### Contact numbers

Preferred	Country code	Contact number	Ext (Optional)	Type
<input checked="" type="radio"/>	+undefined (CAN)	555-555-5555		Work
<small>⊕ Add a contact number</small>				

- Optionally update the **Address line 1**, **City/Town**, and **Postal Code**.

If you have registered for the eClaims service only, the **Country** and **Province** are read-only. If you have also registered for the WSIB service, these fields are editable.

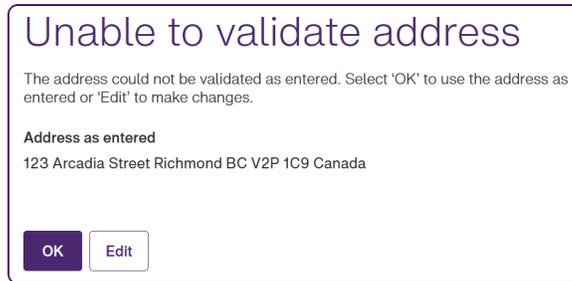
If you select a **Country** other than Canada, the **P.O. Box** field is disabled, the **Province** field is renamed **Province/State/Region**, the **Postal Code** field is renamed **Postal/ZIP code**, and the **Country code** within the **Contact numbers** section is updated to reflect the selected country.

- To update an existing contact number, update the **Contact number**, **Ext**, and **Type** fields as needed.
- To add a contact number, select **Add a contact number**, then enter the **Contact number**, **Ext**, and **Type**.
- To delete a contact number, select the Delete contact  button to the right of the row.

This button is only displayed if there is more than one contact number, as at least one contact number must be associated with the address.

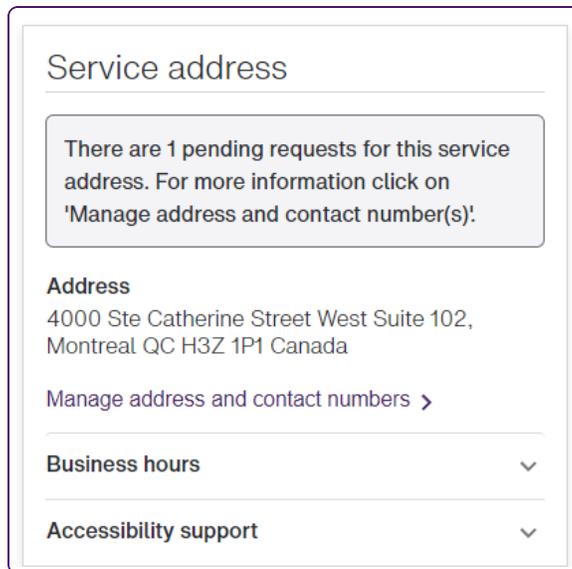
7. Select **Save changes**.

The address is verified. If an exact match is found, the address change will be submitted. If the address cannot be verified, the following dialog box is displayed:



To submit the suggested address, select **OK**, otherwise select **Edit** to correct the address, then **Save changes** to resubmit it.

The **Business profile** window is displayed again. As address changes must be reviewed by the TELUS Health team before they are implemented, a pending request message is displayed within the **Service address** section or **Mailing address** section of the **Business profile** window.



## Managing business hours

1. From the Provider Portal, select the Menu  button, then select **Business profile**.

The **Business profile** window is displayed.

### Business profile

Request to merge with a duplicate profile and/or view the status of previous merge requests [here](#)

#### Organization details

[Return to Work - Placement](#)

**Organization name**  
TTT Medical

[Manage organization details >](#)

#### Contact person

**First name**  
Molly

**Last name**  
Manager

**Email address**   
mollymedicalao@gmail.com

**Role**  
Owner

**Preferred language of communication**  
English

[Manage contact person >](#)

#### Service address

**Address**  
10 Overlea Blvd, Toronto ON M4H 1A4 Canada

**Contact numbers**  
(Work Fax) 416-416-1920  
(Work) 519-519-3999 ext. 5222

[Manage address and contact numbers >](#)

**Business hours** ▼

**Accessibility support** ▼

  
**Add mailing address**

2. In the **Service address** section, select **Business hours**, then **Manage business hours**.

The **Service address** window is displayed.

### Service address

#### Business hours

Day	Open	Close
Monday	▼	▼
Tuesday	▼	▼
Wednesday	▼	▼
Thursday	▼	▼
Friday	▼	▼
Saturday	▼	▼
Sunday	▼	▼

Save changes
Cancel

3. For each day your business is open, select an **Open** and **Close** time.  
If the business is closed for a particular day of the week, do not enter any hours for that day.
4. Select **Save changes**.  
The **Business profile** window is displayed again.  
Select **Business hours** again to view the business hours you selected.

## Managing accessibility support

1. From the Provider Portal, select the Menu  button, then select **Business profile**.  
The **Business profile** window is displayed.

### Business profile

Request to merge with a duplicate profile and/or view the status of previous merge requests here

<p><b>Organization details</b></p> <p><a href="#">Return to Work - Placement</a></p> <p><b>Organization name</b> TTT Medical</p> <p><a href="#">Manage organization details &gt;</a></p>	<p><b>Contact person</b></p> <p><b>First name</b> Molly</p> <p><b>Last name</b> Manager</p> <p><b>Email address</b>  mollymedicalao@gmail.com</p> <p><b>Role</b> Owner</p> <p><b>Preferred language of communication</b> English</p> <p><a href="#">Manage contact person &gt;</a></p>
<p><b>Service address</b></p> <p><b>Address</b> 10 Overlea Blvd, Toronto ON M4H 1A4 Canada</p> <p><b>Contact numbers</b> (Work Fax) 416-416-1920 (Work) 519-519-3999 ext. 5222</p> <p><a href="#">Manage address and contact numbers &gt;</a></p> <p><b>Business hours</b> </p> <p><b>Accessibility support</b> </p>	<p> Add mailing address</p>

- In the **Service address** section, select **Accessibility support**, then **Manage accessibility support**.

The **Accessibility support** window is displayed.

### Accessibility support

Select features applicable to this location that may help serve clients with impairments, disabilities, and/or injuries. The most common are listed in the first section, but many additional features can be found by expanding the sections below.

Parking or Exterior Space ▼

---

Internal Physical Space ▼

---

Accessible Formats ▼

---

Self-Serve Kiosks ▼

---

Customer Service ▼

---

Personal Supports ▼

Save changes
Cancel

- For each of the categories, such as **Parking or Exterior Space**, select the category name to display its features, then select the checkboxes of the applicable features.
- Select **Save changes**.

The **Business profile** window is displayed again.

Select **Accessibility support** to view or verify the list of accessibility features you selected.



# Chapter 5

## Merging accounts

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If you have multiple accounts of the same type (organization or provider) that have different credentials, you can now merge them under one TELUS Provider ID. For example, you might have separate credentials for a referral program. After the accounts have been merged, you can access both records from the same set of credentials rather than logging into each separately. The ID of the account that is absorbed is not lost; it remains associated with the remaining ID. You can search for an account by either ID.



When you merge accounts, you combine two accounts of the same type (provider or organization) that have separate credentials into a single account with one set of credentials. When you associate a provider to an organization, or an organization to a head office, you are identifying professional relationships, but the accounts for each remain separate.

The following section describes how to merge multiple accounts. The accounts must be of the same type (organization to organization or provider to provider). Both organizational accounts in a merge must have the same address.

1. From the Provider Portal, select the Menu  button, then select **Business profile**.
2. Select the **here** link beneath the **Business profile** title.

## Business profile

Request to merge with a duplicate profile and/or view the status of previous merge requests [here](#)

### Organization details

**Organization name**  
ABC Head Office

**Legal name**  
ABC Head Office

**Contact person**  
Giselle Gérant

**Contact email**  
clinic.abc.info@gmail.com

[Manage organization details >](#)

### Mailing address

**Address**  
200 College Street, Toronto ON M5T 3A1 Canada

**Contact numbers**  
(Work) 555-555-5555

[Manage address and contact numbers >](#)

The **Merge accounts** screen is displayed.

## Merge accounts

If you would like to merge an existing account with your current account, fill out the form below. You will have an opportunity to validate which information will be included in the new merged record.

[Merge accounts user guide](#)

### Account information

Enter the information for *the account you would like to merge with*.

\* Indicates a mandatory field

\*Username 

\*Password 

\*TELUS Provider ID 

[Next](#)

### Merge status

Reference #	Request date	Merged Provider ID	Status
No requests pending			

If you have any questions regarding your request contact [provider.mgmt@telus.com](mailto:provider.mgmt@telus.com) with your reference number.

 After a successful merge, you must review all of the users associated with the newly merged account.

- Remove duplicate users
- update the access and permissions for the remaining users

3. In the **Account information** section, enter the **Username**, **Password**, and **TELUS Provider ID** of the account you would like to merge with the account you've logged in as.

For example, if you logged in as jsmith, and you want to merge the jsmith and jsmith2 accounts, enter the **Username**, **Password**, and **TELUS Provider ID** for the jsmith2 account.

For information on these fields, select the information icon.

4. Select the **Next** button.

The **Account information** screen is displayed. The appearance of this screen varies depending upon whether you are merging organizations or providers. The following example illustrates this screen when merging organizations.

### Account information

Choose the correct information for the new, merged record.  
*All other information, for both accounts, will be retained in the new merged account.*

Organization name	<b>Account 1</b> ABC Clinic	<b>Account 2</b> A, B, C Clinic
Contact information	<i>Administrator</i> Joan Anderson	<i>Administrator</i> Joan Anderson
Address	123 Bay Street Toronto ON M4V 2F4 Canada	123 Bay Street Toronto ON M4V 2F4 Canada

When merging providers, such as in the following screen, all of the information for both records is combined into the new merged record except for the provider name. It is important, then, to select the correct name.

### Account information

Choose the correct information for the new, merged record.  
*All other information, for both accounts, will be retained in the new merged account.*

Provider name	<b>Account 1</b> Jane Green	<b>Account 2</b> Janet Green
---------------	--------------------------------	---------------------------------

5. Select the **Use this account** button beneath the account you want to retain.

The **Review and submit** screen is displayed. The appearance of this screen varies depending upon whether you are merging organizations or providers. The following example illustrates this screen when merging two organizations.

### Review and submit

Confirm the merged account information before submitting the request.  
Changes to information can be made by request in **Change Management** after merging.

#### Business information

Organization name	Legal business name	GST/HST number
ABC Clinic	ABC Clinic Inc.	45678RT34542

#### Contact information

Contact's first name	Contact's last name	Contact role
Joan	Anderson	Manager/Office admin

#### Organization email address

Email address
contact@ABCClinic.com

#### Organization role

Role	Effective date	Expiry date
Facility- Skilled nursing	2015-01-23	

#### License

License number	License issuer	Effective date
-	-	-

#### Organization address

Address	Start date	End date	Address type
123 Bay Street Toronto ON M4V 2F4 Canada	2015-12-02	2016-05-10	Service
125 Bay Street Toronto ON M4V 2F4 Canada	2017-01-22		Service

#### Details 300 Carling Avenue

##### Address contact number

Preferred	Type	Contact number	Ext
<input checked="" type="checkbox"/>	Work	613-877-1233	201

##### Business hours

Day	Open	Closed
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

##### Site accessibility features

Automated exterior door(s).  
Elevator size allows for mobility scooter.  
The waiting room has at least one accessible seat.

#### Associated head office

Organization name	Contact number	Mailing address
Vicare Rehab Centres	613-555-8974 (cell)	123 GARRETT BLVD NORTH YORK ON M3K 1Y5 CANADA

#### Associated provider(s)

Provider name	Role
Jane Smith	Chiropractor
	Physiotherapist
Lisa Anderson	Chiropractor

#### User access & permissions

User name	Role	Email address
Jane Smith	Administrator	Jane@ABCClinic.com
Joan Anderson	Administrator	Joan@ABCClinic.com

#### Comments

Back
Submit merge account

The following example illustrates this screen when merging two providers.

### Review and submit

Confirm the merged account information before submitting the request.  
Changes to information can be made by request in **Change Management** after merging.

**Provider name**

Title	First name	Middle name	Last name	Suffix
Dr	Jane	Elizabeth	Green	

**Service Language(s)**

Language

English

French

Spanish

**Provider email address**

Email address

contact@Med-Health.ca

**Provider role**

Role	Effective date
Chiropractor	2016-01-12

**License**

License number	License issuer	Effective date
12222	Association des chiropraticiens du Quebec	2016-01-12
23456	College of Chiropractors of Ontario	2016-01-12

**Business information**

Registered business name  
Jane Green Health

**Associated locations**

Address	Address type
<input type="radio"/> 5678 Streetname ave, Toronto, Ontario M4C 3H5, Canada	Service
<input checked="" type="radio"/> 1234 Streetname ave, Toronto, Ontario K2A 0G4, Canada	Service

**Details 1234 Streetname ave**

Address contact number

Preferred	Type	Contact number	Ext
<input checked="" type="checkbox"/>	Work	613-234-5678	201

**Business hours**

Day	Open	Closed
Monday	9:00 AM	5:00 PM
Tuesday	9:00 AM	5:00 PM
Wednesday	9:00 AM	5:00 PM
Thursday	9:00 AM	5:00 PM
Friday	9:00 AM	5:00 PM
Saturday		
Sunday		

**Site accessibility features**

Automated exterior door(s).  
Elevator size allows for mobility scooter.  
The waiting room has at least one accessible seat.

**Comments**

6. Review the merged account information, then select the **Submit merge account** button.

The **Merge requested** screen is displayed.

## Merge requested

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Your merge request has been received and will take approximately 10 business days to be processed.

Your confirmation reference number is: **20180307 - 0000070832**

Please email [provider.mgmt@telus.com](mailto:provider.mgmt@telus.com) with your reference number for a status update if it has been longer than 10 business days since you submitted your request. Please note that status updates will not be answered if it has not been longer than 10 business days.

[Print this page](#)

7. Select the **Print this page** button to print your confirmation reference number.
8. From the User access and permissions link, remove the duplicate user and verify the permissions of the remaining user.



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