



Work Locations User Guide

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Work locations

Providers use the **Work locations** window to manage the locations from which they provide services. This window has two tabs:

- The Independent practice tab displays a provider's independent practices. You can add and remove
 independent practice locations, and modify their addresses, contact numbers, roles, business hours,
 and accessibility support features.
- The **Linked organizations** tab displays organizations where a provider works. These organizations are added by the organization. You cannot add links to organizations, but you can remove links.

Adding an independent practice location

You must add at least one location when you set up an independent practice.

Your request to add an independent location is sent as a request to TELUS Health to review and action.

1. From the Provider Portal, click the Menu button, then select **Work locations**.

The Work locations window is displayed, with the Independent practice tab selected.

ndependent practice Linked organizations	
	Only show locations with pending updates C
I	1 Saint Laurent Boulevard, <u>Remove</u> Montreal
\top	Contact numbers
Add independent practice location	Manage independent practice location >
 This option should NOT be used to link to an organization. New relationships to existing organizations must be 	Business hours
requested by the organization.	Accessibility support

2. Click Add independent practice location.

The appearance of this window varies according to your provider type, and the services and roles you are registered for.

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- 3. If you are registered for both WSIB and eClaims services, two check boxes are displayed. Select one or both services.
- 4. Enter the Address line 1 and optionally enter the P.O. Box.
- 5. Optionally change the **Country**.

This field is enabled if you selected the WSIB service only.

If you select any country other than Canada, the following changes are made:

- The **P.O. Box** is disabled.
- The **Province** field is renamed **Province/State/Region**, and its options are updated to reflect the selected country.
- The **Postal code** field is renamed **Postal/ZIP code**.
- 6. Select the **Province**, or **Province/State/Region**.

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If none of your roles are supported in the province you select (even if you only have one role), an error is displayed when you try to save the location. You will need to re-register or call TELUS Health support to add a new province and role combination.

- 7. Enter the City/Town.
- 8. Enter the **Postal code** or **Postal/ZIP code**.
- 9. In the **Contact numbers** section, enter at least one **Contact number** and optional **Ext** (extension), and select the **Type**.

The read-only country code is derived from the country you selected above.

To add second and subsequent contact numbers, click **Add a contact number**.

To delete a contact number, click the Delete 🔟 button to the right of the number. This button is displayed when more than one contact number is displayed. Each address must have at least one associated contact number.

10. In the **Roles** section (if it is displayed), deselect any roles that you do not have at the address you are adding.

At least one role must be selected. By default, all roles are selected.

If the address is Canadian and a particular role is not supported in the selected province by one of the services you selected, the role is deselected and disabled, and a message is displayed explaining why.

11. A License for (role) section is added for each of the roles you selected in the previous step.

Select the License issuer, enter the License number, and select the License date.

12. In the **Business hours** section, select **Open** and **Close** times for each day your independent practice is open.

If you provide one time slot, you must provide both.

- In the Accessibility support section, for each of the categories, such as Parking or Exterior Space, click the Expand
 button to the right of the category to display its features, then select the check boxes that apply.
- 14. Click Save changes.

The address is validated. If it is accepted as is, the **Work Locations** window is displayed again. Otherwise:

 If a similar but not identical address is available within the address validation service, both addresses are displayed in an Address suggestion dialog box:

Address suggestion	
The address validation process has suggested a different address. Please inc which address you would like to continue with.	licate
Suggested modified address (recommended)	
300 Carling Avenue, Ottawa ON K2K 3A4 Canada	
Original address, as entered	\supset
300 Cerling Avenue, Ottawa ON K2K 34A Canada	
OK Cancel	

Select the address you want to use, then click OK.

If the address cannot be validated as entered, the Unable to validate address dialog box is displayed:



Click **OK** to accept the address as you entered it, or **Edit** to close the dialog box and update the address.

Updating an independent practice location

When you modify an existing independent practice location, your changes are sent as a request to TELUS Health to review and action. Changes to business hours and accessibility support are implemented immediately.

1. From the Provider Portal, click the Menu button, then select **Work locations**.

The Work locations window is displayed, with the Independent practice tab selected.

Idependent practice Linked organizations	
	Only show locations with pending updates C
I	1 Saint Laurent Boulevard, <u>Remove</u> Montreal
Add independent practice location	Contact numbers
	Manage independent practice location >
to an organization. New relationships to existing organizations must be	Business hours ~
requested by the organization.	Assessibility support

- 2. To update the address, contact numbers, and license:
 - Select Manage independent practice location.
 - Complete steps 4 to 11 of "Adding an independent practice location" (page 4).
 - Click Save changes.
- 3. To update the business hours:
 - Select Business hours, then Manage business hours.
 - Complete step 12 of "Adding an independent practice location" (page 4).
 - Click Save changes.
- 4. To update the accessibility support:
- Select Accessibility support, then Manage accessibility support.
- Complete step 13 of "Adding an independent practice location" (page 4).
- Click Save changes.

Removing an independent practice location

You can remove an independent practice location if you have at least two locations. If you only have one independent practice location, you cannot remove it, and the **Remove** link will not be included on the card.

1. From the Provider Portal, click Menu = button, then select **Work locations**.

The Work locations window is displayed, with the Independent practice tab selected.

Work locations	
Independent practice Linked organizations	
	Only show locations with pending updates
1	1 Saint Laurent Boulevard, <u>Remove</u> Montreal
\top	Contact numbers
Add independent practice location	Manage independent practice location >
 This option should NOT be used to link to an organization. New relationships to existing organizations must be 	Business hours v
requested by the organization.	Accessibility support

2. Click the **Remove** link to the right of the location you want to remove.

If you only have one independent practice, no **Remove** link is displayed because you must have one independent practice. If you would like to remove the only location and role combination, and replace it with another, you will need to re-register or call TELUS Health support at **Contact us**.

The Remove work location dialog box is displayed.

Remove work location
If you continue, the following service location will be removed from your independent practice immediately.
1 Saint Laurent Boulevard, Montreal
Remove

3. Click Remove.

The Independent practice window is displayed again, without the location you removed.

Viewing linked organizations (provider)

1. From the Provider Portal, click Menu button, then select **Work locations**.

The Work locations window is displayed, with the Independent practice tab selected.

Idependent practice Linked organizations	
	Only show locations with pending updates C
I	1 Saint Laurent Boulevard, <u>Remove</u> Montreal
Add independent practice location	Contact numbers
This action should NOT be used to link	Manage independent practice location >
to an organization. New relationships to existing organizations must be	Business hours ~
requested by the organization.	A

2. Click Linked organizations to display the organizations to which you are linked.

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ns for these locations, Claims/bills will be vaid to the organization. New relationships to
ly Medical BAT Unlink
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ct numbers
) 555-555-5555
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Unlinking from an organization (provider)

1. From the Provider Portal, click Menu button, then select **Work locations**.

The Work locations window is displayed, with the Independent practice tab selected.

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	Only show locations with pending updates
I	1 Saint Laurent Boulevard, <u>Remove</u> Montreal
Add independent practice location	Contact numbers
This option should NOT be used to link	Manage independent practice location >
to an organization. New relationships to	Business hours ~
requested by the organization	

2. Click **Remove** to the right of the location you want to remove.

The following dialog box is displayed:

Remove work location
If you continue, the following service location will be removed from your independent practice immediately.
1 Saint Laurent Boulevard, Montreal
Remove Cancel

If this is the only location in which a certain role is used, you can remove the location and the role will continue to exist as an orphan.

3. Click Remove.

The link is immediately removed from the selected organization. The card is removed from the main locations page for this provider. When a user from that organization logs in and goes to the **Providers** page, the applicable provider card is no longer displayed for the organization.



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