TELUS® Health

Work Locations
User Guide

Proprietary Notice

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Chapter 1

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.

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.

   ### New independent practice location

   Adding an independent practice location should NOT be used to link to an existing organization. New relationships to existing organizations must be requested by the organization.

   #### Services

   Select the services to apply to the selected role and below licenses.

   ☑ WSIB   ☑ eClaims

   #### Address

Address line 1	P.O. Box Optional

Country	Province
CANADA ▾	

City/Town	Postal code

   #### Contact numbers

Preferred	Country code	Contact number	Ext (Optional)	Type
◉	+1 (CAN)			▾

   ⊕ Add a contact number

   #### Roles

   ☐ Massage Therapist   ☐ Physiotherapist

   ⓘ The role of Massage Therapist is not supported by the WSIB service, in the selected province, and cannot be added for this location.

   ⓘ The role of Physiotherapist is not supported by the WSIB service, in the selected province, and cannot be added for this location.

   #### Business hours

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

   #### 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

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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**.

   > 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.

13. 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:

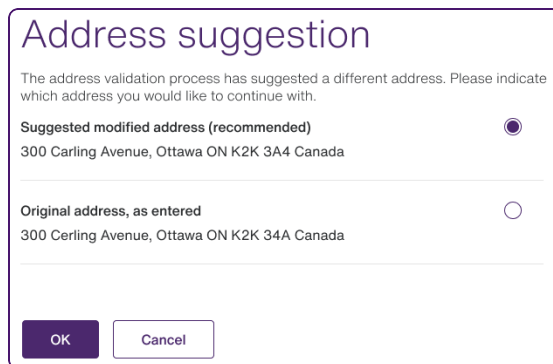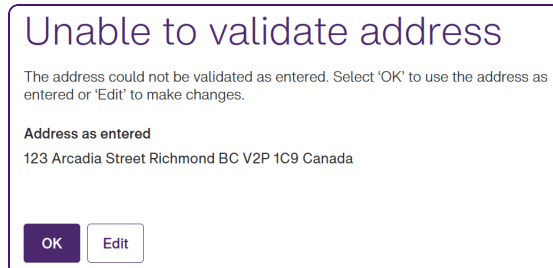   - If a similar but not identical address is available within the address validation service, both addresses are displayed in an **Address suggestion** dialog box:

      ### Address suggestion

      The address validation process has suggested a different address. Please indicate which address you would like to continue with.

      Suggested modified address (recommended) ⦿
      300 Carling Avenue, Ottawa ON K2K 3A4 Canada

      Original address, as entered ◯
      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:

      ### Unable to validate address

      The address could not be validated as entered. Select 'OK' to use the address as entered or 'Edit' to make changes.

      Address as entered
      123 Arcadia Street Richmond BC V2P 1C9 Canada

      [OK]   [Edit]

      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.
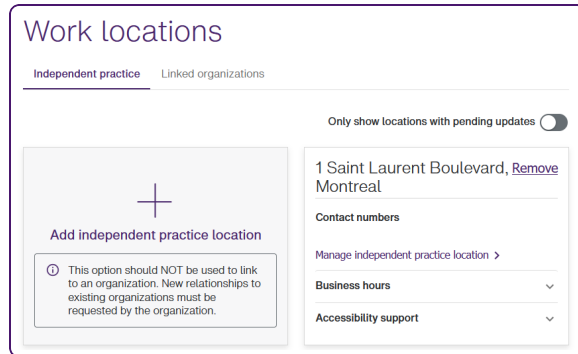
2. To update the address, contact numbers, and license:

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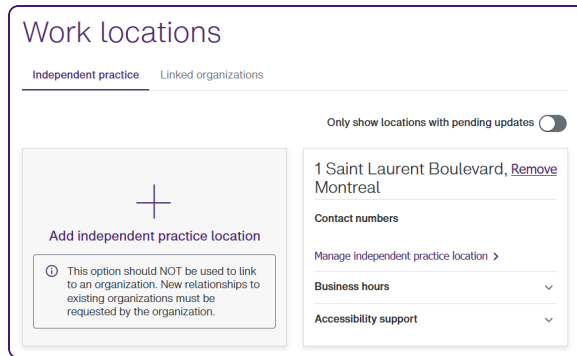
2. Click the **Remove** link to the right of the location you want to remove.

   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.
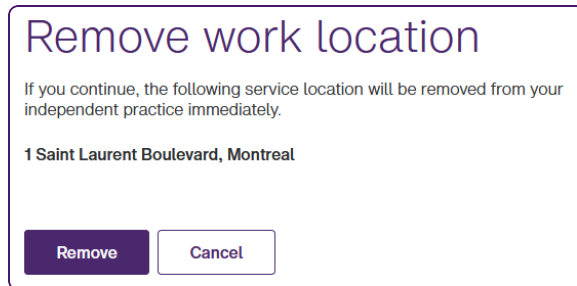
3. Click **Remove**.

   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.

   Work locations

   Independent practice   Linked organizations

   Only show locations with pending updates ⬤

   +

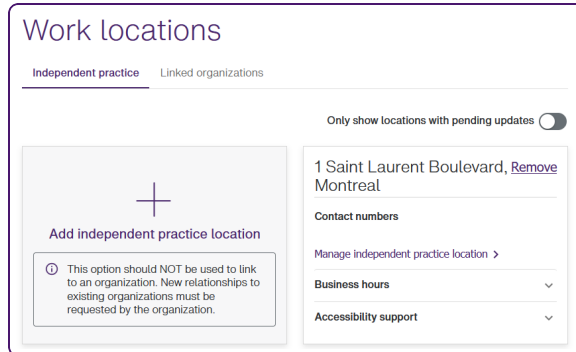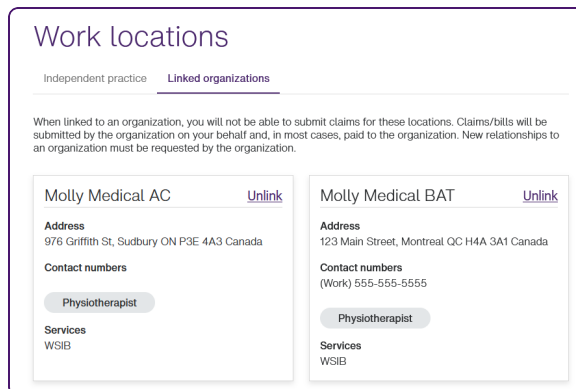   Add independent practice location

   ⓘ This option should NOT be used to link to an organization. New relationships to existing organizations must be requested by the organization.

   1 Saint Laurent Boulevard, Remove
   Montreal

   Contact numbers

   Manage independent practice location ›

   Business hours   ⌄

   Accessibility support   ⌄

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

   Work locations

   Independent practice   **Linked organizations**

   When linked to an organization, you will not be able to submit claims for these locations. Claims/bills will be submitted by the organization on your behalf and, in most cases, paid to the organization. New relationships to an organization must be requested by the organization.

   Molly Medical AC   Unlink

   Address
   976 Griffith St, Sudbury ON P3E 4A3 Canada

   Contact numbers

   (Physiotherapist)

   Services
   WSIB

   Molly Medical BAT   Unlink

   Address
   123 Main Street, Montreal QC H4A 3A1 Canada

   Contact numbers
   (Work) 555-555-5555

   (Physiotherapist)

   Services
   WSIB

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.
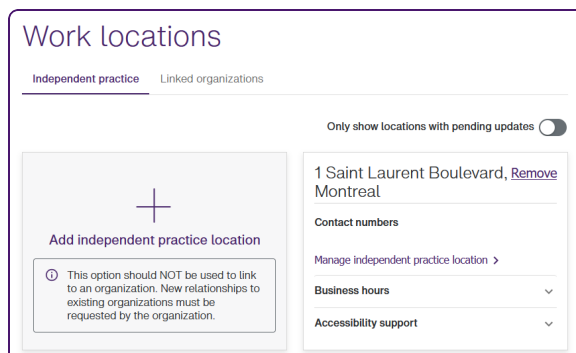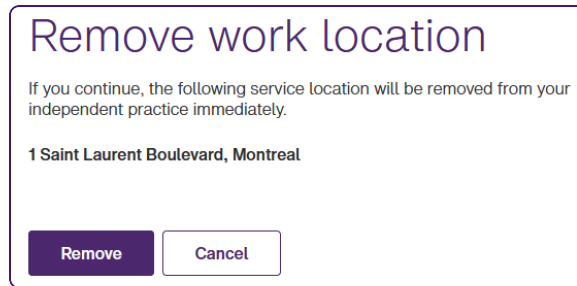
   Work locations

   Independent practice   Linked organizations

   Only show locations with pending updates ⬤

   +

   Add independent practice location

   ⓘ This option should NOT be used to link to an organization. New relationships to existing organizations must be requested by the organization.

   1 Saint Laurent Boulevard, Remove
   Montreal

   Contact numbers

   Manage independent practice location ›

   Business hours   ⌄

   Accessibility support   ⌄

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.

TELUS Health