

# Adapting your practice to the 'new normal'



eClaims



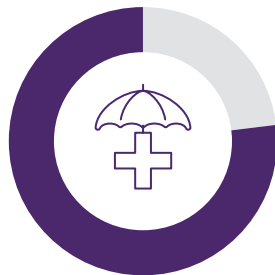
As allied healthcare professionals prepare to reopen their practices, there are many considerations to effectively get back to work.

## Private coverage continues

Despite the uncertainty, most Canadian employers are maintaining current coverage and some have even extended health benefits during the pandemic.<sup>1</sup>

**77%**

of employers have continued coverage for laid off workers.<sup>2</sup>



**40%**

of employers now include some virtual healthcare – up from 18% since early 2020.<sup>1</sup>

## Patients are cautious

In-person visits will be slow to recover. Canadians have limited interest to seek in-person treatment<sup>3</sup>:

### Physiotherapy

**34%**



### Chiropractic

**29%**



### Massage

**28%**



Patient interest for in-person visits (May 2020)



## Going virtual

Virtual care includes telephone, video, email or text conversations with patients. Canadians are ready to go!



**33%**

of Canadian employees would use virtual care if it was offered.<sup>4</sup>



**25%**

interested in virtual physiotherapy.<sup>3</sup>



**20%**

interested in virtual chiropractic.<sup>3</sup>

## Grow your practice

This is a great time to look for other ways to streamline and grow your practice. Many healthcare professionals are adding eClaims, a free direct billing service, to submit claims for virtual and in-person treatment directly to insurers on behalf of their patients.



**60,000**

healthcare providers use eClaims.<sup>6</sup>



**90%**

of users would recommend it to their peers.<sup>6</sup>



**85%**

of privately insured Canadians are covered by eClaims.<sup>6</sup>



**50%**

of privately insured Canadians would consider changing providers to benefit from eClaims.<sup>6</sup>

Adopting new ways to run your business will be key to recovery. Virtual care options and streamlined billing are just two ways you can start to get back to work.

Learn more about how we can help you recover and rebuild.  
[telushealth.com/eClaims4me](https://telushealth.com/eClaims4me)