



# Organizations User Guide

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# Chapter 1

## About Organizations

This document describes how you, as a representative of a head office, can link and unlink organizations.

### About the hierarchy

The hierarchy captures provider relationships in which:

- Organizations with specified roles must be linked to at least one licensed provider and may be linked to many.
- A licensed provider may be linked to organizations which have specified roles.

For example, a Social Service Centre is an organization that may have two linked providers: a social worker and a counsellor.


The following table lists the required and optional links for providers.

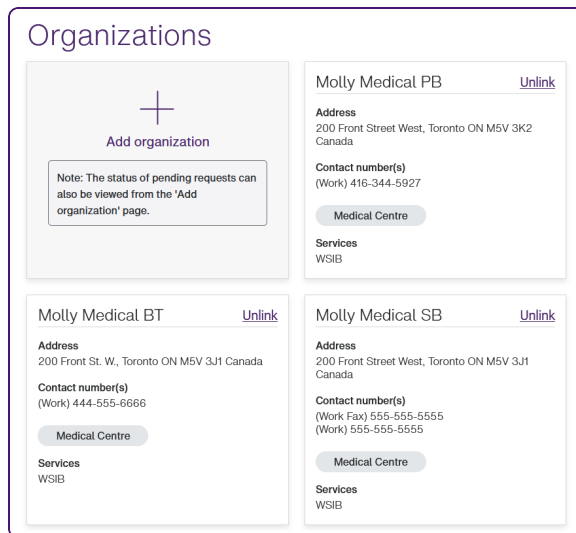
**Table 1.1**

<b>Provider type</b>	<b>Optional links</b>	<b>How to link</b>	<b>How to unlink</b>
Providers	Multiple organizations	Links are requested by the organization	Unlinks are initiated by the organization; however, providers can call TELUS Health to request unlinks.

## Linking an organization to your head office

You can link an organization to your head office if, for example, your head office manages multiple locations. Repeat this procedure for each of the organizations you want to link to your head office.

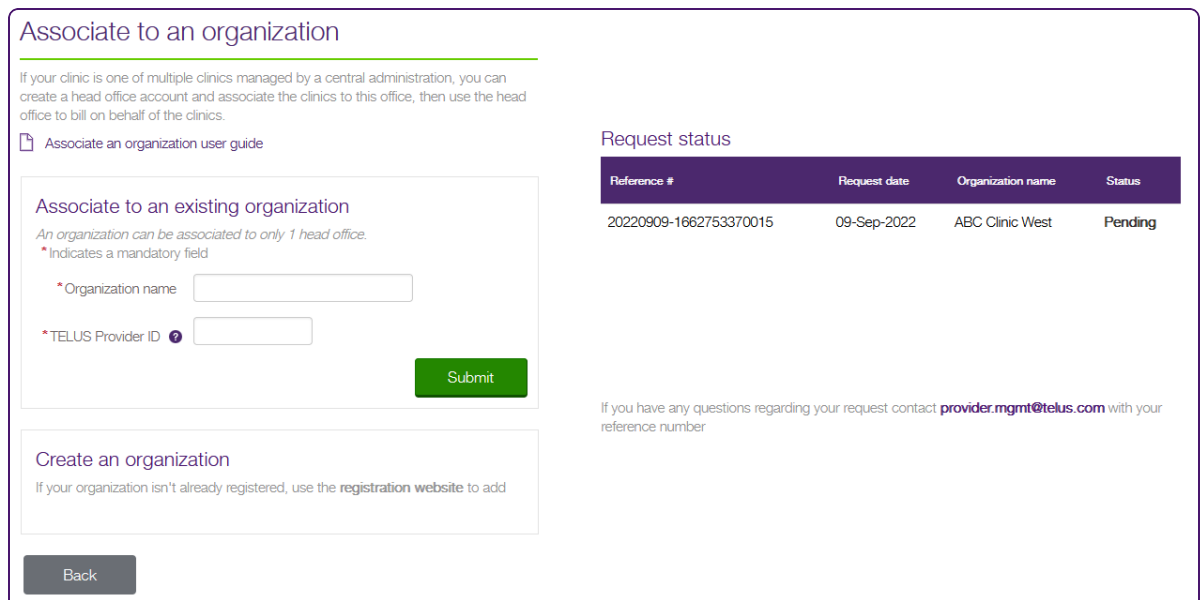
1. From the Provider Portal, click the Menu  button, then select **Organizations**.  
The **Organizations** window is displayed.



The screenshot shows the 'Organizations' window. On the left, there is a large grey box with a plus sign and the text 'Add organization'. Below this is a note: 'Note: The status of pending requests can also be viewed from the 'Add organization' page.' To the right, there are three organization cards. Each card displays the organization name, address, contact number(s), and services. The first card is 'Molly Medical PB', the second is 'Molly Medical BT', and the third is 'Molly Medical SB'. Each card has an 'Unlink' link in the top right corner.

2. Click the **Add organization** link.

The **Associate to an organization** window is displayed.




The screenshot shows the 'Associate to an organization' window. It includes a heading, a paragraph of text, a link to 'Associate an organization user guide', and two main sections: 'Associate to an existing organization' and 'Create an organization'. The 'Associate to an existing organization' section has a form with fields for 'Organization name' and 'TELUS Provider ID', and a 'Submit' button. The 'Create an organization' section has a 'Back' button. On the right side, there is a 'Request status' table.

Reference #	Request date	Organization name	Status
20220909-1662753370015	09-Sep-2022	ABC Clinic West	Pending

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

3. Enter the **Organization name** and **TELUS Provider ID** of the organization you want to associate.

 If the organization does not yet exist, click the **registration website** link to register it.

4. Click the **Submit** button.

The **Association requested** window is displayed:

### Association requested

---


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

Your confirmation reference number is: **20220909-1662752784539**

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](#)

## Unlinking an organization

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

The **Organizations** window is displayed.

### Organizations



**Add organization**

Note: The status of pending requests can also be viewed from the 'Add organization' page.

Molly Medical PB [Unlink](#)

**Address**  
200 Front Street West, Toronto ON M5V 3K2  
Canada

**Contact number(s)**  
(Work) 416-344-5927

[Medical Centre](#)

**Services**  
WSIB

Molly Medical BT [Unlink](#)

**Address**  
200 Front St. W., Toronto ON M5V 3J1 Canada

**Contact number(s)**  
(Work) 444-555-6866

[Medical Centre](#)

**Services**  
WSIB

Molly Medical SB [Unlink](#)

**Address**  
200 Front Street West, Toronto ON M5V 3J1  
Canada

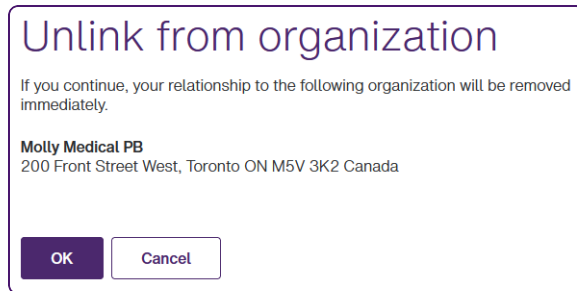
**Contact number(s)**  
(Work Fax) 555-555-5555  
(Work) 555-555-5555

[Medical Centre](#)

**Services**  
WSIB

2. Click **Unlink** next to the organization you want to unlink.

The **Unlink from organization** dialog box is displayed.



3. Click **OK**.

The organization is unlinked from the head office.



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