

## Akira by TELUS Health: FAQ

### Is Akira legal?

Yes! Medical advice provided by a nurse practitioner via phone, email, text, or video is an uninsured service in Canada, which means it is okay to charge for this service – otherwise there would be no way to offer it! Under the Canada Health Act, every province decides for itself which services it considers to be “medically necessary.”

Medically necessary services are listed in each province’s schedule of benefits, and any services not listed in the schedule of benefits are considered uninsured. This is why, for example, hospital visits are typically covered but visits to the dentist are not.

### Are Akira’s primary care providers Canadian?

Yes! Akira exclusively employs nurses, nurse practitioners, doctors, therapists, and other healthcare professionals who are licensed to work in the provinces they serve.

### Can I use Akira for my children?

Yes! Our family plans provide coverage for children under the age of 26 whose permanent address is the same as yours.

### Does Akira replace my family doctor?

No, Akira is not a replacement for your family doctor. If you provide consent, we will keep your family doctor updated on any changes to your health as you use Akira.

### Are my health records secure?

All data is encrypted and stored in a SOC 2 compliant, Canadian data centre. Unlike with services like FaceTime or Skype, text messages and video consults on Akira are end-to-end encrypted.

We routinely perform third-party penetration testing and threat risk assessments to ensure that our security practices are up-to-date and effective. We also restrict access to medical information based on region and role: only you and the clinical team directly involved in your care can access your medical records.

## **Is Akira available in my province / territory?**

Yes - we are proud to provide on-demand virtual primary care across Canada, 24/7, in French and English.

## **Can I use Akira when I'm outside the country?**

Yes! You can use Akira wherever you have internet, but only if your travel is temporary and you're still a resident of Canada. Also note that our Nurse Practitioners will be able to help you, but may not be able to prescribe you medication while you're away.

## **What devices are covered by Akira?**

Akira is currently available for Android 6.0 and above, and iOS 11+ for iPhone 5s and above. A web-based version that works on most desktop computers is also available.

## **What guidelines are Akira's Nurse Practitioners required to follow?**

Our Nurse Practitioners follow a number of guidelines from the professional bodies in their respective provinces. Some examples include the College of Nurses of Ontario (CNO) Telepractice Guidelines and The Canadian Nurses Protective Society (CNPS) infoLAW article on telepractice.

## **How are Nurse Practitioners paid if they can't bill the province?**

We work with a number of full-time and part-time Nurse Practitioners to provide coverage across several provinces. Our Nurse Practitioners are on salary, meaning their only incentive is to provide the best possible quality of care - there is no incentive for them to rush through consults.

## What should I *not* use Akira for?

Akira should not be used for emergencies - in an emergency, call 911 or go to your nearest emergency department.

Akira should not be used as your most responsible clinician for chronic disease, cancer, or other complex care conditions. We can help where appropriate, but don't replace your primary care doctor and specialists. Also note that Akira's clinicians do not prescribe narcotics or controlled substances.

## Why and when do I need a video consult?

Video consults are used to validate identity and as part of certain clinical diagnostic tests and exams. If you are asked to do a video consult by a clinician but are not in a private enough space, please feel free to re-engage with the clinician when you are in a private space.

## Is Akira covered by provincial health insurance plans?

Akira is not currently covered by provincial health insurance plans (i.e. OHIP, RAMQ, MSP, AHCIP, etc.).

As well, Akira differs from provincial services like Telehealth Ontario and Info-Santé 811 by being staffed by Nurse Practitioners who can diagnose, prescribe medication, and order tests, which doesn't fall within the scope of most provincial programs.

## More questions? Need help with your account?

We're here for you. Reach out to us: [akirahelp@telus.com](mailto:akirahelp@telus.com)