

Onboarding checklist



Pre-launch

- Provide your eligible member list** as per instructions provided by our implementation team
- Review the plan sponsor toolkit**
- Inform your plan members about the program**
 - Send the 'coming soon email' to your plan members
 - Make materials available to plan members via your HR portal, or other internal platforms
- Ensure your IT team whitelists the domains and addresses on the following page**

Launch

Raise awareness

- Send the 'launch email' – the service is now active

Post-launch

Continue to raise awareness throughout your organization.

- Upload digital assets to internal digital communication portals
- Distribute posters via communication boards and internal resources
- Send engagement emails at regular intervals

For continued engagement strategies,
contact clients@vc.telushealth.com

Email addresses and domains whitelisting.



We recommend whitelisting the following domains, links and emails to ensure communications and resources are accessible to your team and all eligible members.

Domains

telus.com

telushealth.com

telussante.com

vc.telushealth.com

sv.telussante.com

plus.telushealth.co

plus.telussante.co

digitaltherapy.telushealth.com

e.telushealth.com

e.telussante.com

Specific links

telushealth.com/vcportal

telussante.com/portailsv

virtualcare.telushealth.com/welcome/

soinsvirtuels.telussante.com/bienvenue/

plus.telushealth.co/page/plan-sponsor/virtual-care-toolkit/

plus.telussante.co/page/promoteur/soins-virtuels-trousse/

carepathways.telushealth.com/participant

Emails

virtualhealthcare@telus.com

soinsvirtuels@telus.com

help@vc.telushealth.com

aide@sv.telussante.com

eligibility@vc.telushealth.com

eligibilite@sv.telussante.com

billing@vc.telushealth.com

facturation@sv.telussante.com

clients@vc.telushealth.com

clients@sv.telussante.com

implementation@vc.telushealth.com

implementation@sv.telussante.com

info.trajecairesdesoins@sv.telussante.com

aide.trajecairesdesoins@sv.telussante.com

help.carepathways@vc.telushealth.com

programmes.trajecairesdesoins@sv.telussante.com

info.carepathways@vc.telushealth.com

programs.carepathways@vc.telushealth.com

noreply.carepathways@vc.telushealth.com

help@digitaltherapy.telushealth.com

help.wellbeing@vc.telushealth.com

aide.bien-etre@sv.telussante.com