



# Online Scheduling

## Frequently Asked Questions

### **What types of appointments can be booked?**

Video, telephone and in person counselling appointments can be booked using the online scheduling tool. The tool is used for booking first appointments, then subsequent appointments will be booked directly with the counsellor. Employees can return to use the online scheduler for future new issues if applicable. If an employee is looking to book in person counselling, they can utilize the chat feature within the online scheduling tool to chat with a member of our team who would be happy to assist with booking an in-person counselling appointment, which requires gathering a little more information from the user.

### **Can employees see information on the provider they book an appointment with?**

Yes, employees will be able to see useful information on the counsellor so they can select the counsellor that feels right for them. Employees will be able to filter their counsellor search by gender, language, and area of specialization. On the appointment selection screen, when an employee hovers over the appointment slot, they may see the counsellor's name, designation, gender, language, ethnic background, sexual orientation, and religious affiliation.

### **Is employee information on the app/website secure?**

Yes. The management of personal information is fundamental to our services, and we are committed to protecting the privacy of the employees who utilize our services. Please review the details of our [privacy policy here](#).



**What if utilization increases due to high usage of the online scheduler, will I be billed?**

Yes. The online scheduling tools allows employees to seamlessly book counselling appointments, which gets them the care they need, when they need it. Billing will depend on the type of account you have.

**What if an employee is at risk?**

There is a built-in risk screening question. If an employee indicates they are at risk, a pop up will provide instructions to call local emergency services and will reference our always available crisis line where a representative can connect them to the immediate support they require.

**How do employees attend their appointments?**

Telephonic based appointments: The counsellor will call the employee at the number they provide during booking at the date and time of the appointment.

Video based appointments: The counsellor will contact the employee by email prior to the appointment to provide a link to the video based appointment. Employees will access the appointment by using the link provided by the counsellor at the date and time of the appointment.

In person appointments: The confirmation email will outline the details of the appointment time and location.

**How can someone access online scheduling?**

Online scheduling is available through the TELUS Health One platform. Look for “Book a Counsellor” within the Feel Supported section.

### What are the steps you need to follow to book an appointment?

1. Click on “Book a Counsellor” on the TELUS Health One platform in the Feel Supported section.
2. Enter/pick your organization name.
3. Answer the risk question. If there’s no risk proceed with booking.
4. Answer a few simple intake questions – who the appointment is for, the area of your life you need help with, and what type of appointment you would like to book.
5. Enter your personal information (First name, Last name, Date of Birth, Language Preference – French or English) and contact details (Country, Province, Email Address and Phone Number).
6. The first available appointment will appear; however, you can further refine your search by filtering by counsellor gender, language and area of specialization.
7. Select your preferred appointment time and hover over the counsellor’s name to learn more about them.
8. Confirm your appointment.

**And that’s it. The appointment is booked, and an email confirmation will be sent to the email provided.**

### Can I see a quick demo?

Your CSM can set up a quick demo before you activate the feature for your organization.

