



Service guide.

Simple and convenient.



Getting started

New clients can simply call or visit teluspharmacy.com to get started. A TELUS Health Virtual Pharmacy team member will obtain the client's relevant health information, insurance details (including coordination of benefits for direct billing), discuss service options, and with the client's approval, coordinate transfer of existing prescriptions from their current pharmacy.



MedPack by TELUS Health

Keep your health on track with MedPack at no extra cost. Each personalized MedPack clearly shows the date, time and the names of all medications, so the right medication is taken at right time, every time.



Service options

Medication dashboard for convenient access to personal prescription information, make refill requests, payments, track packages and more.

Text message the TELUS Health toll free number to conveniently chat with the pharmacy team. Make refill requests, confirm delivery addresses and leave after hour messages.

Actionable refill reminders by text message or email. Reminders sent 7-9 days prior to next refill due date based on patient taking medication as directed.



Counselling

Prescription counselling is initiated by TELUS Health Virtual Pharmacy on all initial prescriptions by telephone. Pharmacists offer counselling on refilled prescriptions and/or over-the-counter medications upon patient request.



Savings

Our team works with patients and prescribers to optimize prescription supplies of maintenance medications and explore therapeutic alternatives which result in a reduction of overall cost.



Complimentary delivery

Convenient next business day delivery across Canada to home, work or any post office.*

Courier	FedEx Express		Canada Post		
Service Type	Priority Overnight®		Xpresspost™		
Delivery standard	Next business day		1-3 days		
Service standard	Door-to-door, next business-day, morning delivery to most metropolitan areas.*		Shipments sent between most major urban centres within delivery standard.*		
Service options	Delivery to home/work	Hold at location	Delivery to home	Deliver to post office	FlexDelivery™
Service description	Sent to an address designated by the patient.	Sent to a FedEx authorized hold for pickup location.	Door-to-door, door tag left for missed delivery, package is sent to nearest post office.	Sent directly to your selected post office or post office agent for pickup.	Sent directly to the post office of your choice.**
Signature required	✓	✓	✓	✓	✓

TELUS Health obtains delivery confirmation from patient prior to all shipments, including delivery address and expected delivery date. TELUS Health Virtual Pharmacy will not ship until delivery is confirmed.



Payment options

Telephone payment: TELUS Health Virtual Pharmacy accepts all major credit cards and debit by telephone. TELUS Health Virtual Pharmacy obtains authorization from cardholder prior to processing any charges and to store credit card information for future payments.

Pay online: Patients can pay by Interac® or any major credit card by signing into their online medication dashboard. Patients will be notified of required payment and upon receipt of payment, the patient's prescription(s) will be dispensed.



Prescription restrictions

Prescriptions must be faxed directly from the doctor's office. Other transmission options include:

By telephone: Prescriber calls verbal prescription into pharmacy, where permitted by law.

Mail: Patient mails the original prescription to the pharmacy.

TELUS Health Virtual Pharmacy does not fill prescriptions for drug substances classified as narcotic, controlled or targeted.

TELUS Health Virtual Pharmacy does not fill prescriptions for Quebec residents. Call for more information.

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