



Online scheduling

Frequently Asked Questions

What types of appointments can be booked?

Video, telephone, and in-person counseling appointments can be booked using the online scheduling tool. The tool is used for booking first appointments, and then subsequent appointments will be booked directly with the counselor. Employees can return to use the online scheduler for future new issues if applicable. If an employee is looking to book in-person counseling, 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 counseling 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 counselor so they can select the counselor that feels right for them. Employees will be able to filter their counselor search by gender identity, language, and area of specialization. On the appointment selection screen, when an employee hovers over the appointment slot, they may see the counselor'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 allow employees to seamlessly book counseling 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 counselor will call the employee at the number they provide during booking at the date and time of the appointment.

Video-based appointments: The counselor will contact the employee by email before the appointment to provide a link to the video-based appointment. Employees will access the appointment by using the link provided by the counselor 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 “Schedule an appointment” within the Feel Supported section.

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

1. Click on “Schedule an appointment” on the TELUS Health One platform.
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 counselor gender identity, language, and area of specialization.
7. Select your preferred appointment time and hover over the counselor’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.



*fields displays will vary by provider

