

## Get *24/7*, on-demand healthcare wherever you are

So often, people will postpone visiting their doctor, a walk-in clinic or emergency room because they just don't have time. And when they do need help in an emergency, wait times can be frustrating.

With virtual healthcare, specifically Akira by TELUS Health, you can have quick, easy, 24/7 access to healthcare, all within the convenience of a smartphone or computer. **Akira is included in all Manulife's Health & Dental insurance plans.\***

### **5 ways virtual healthcare brings solutions to you**

With Akira, you and your covered family members can conduct **encrypted medical consultations with clinicians on your phone or computer by text or video chat anywhere in the world.\*\***

Here are 5 ways it can help:

- 1** **Get a diagnosis** and treatment plan for common concerns like colds, the flu, eye issues, skin conditions and more
- 2** **New and refill prescriptions**
- 3** **Personalized mental wellness plan management** <sup>1,2</sup>
- 4** **Get lab test requisitions and referrals**
- 5** **Get a referral** to a nearby specialist

## What you can experience



You can have **unlimited video and text chats** on your smartphone or computer.



You can **speak to a psychologist or dietitian<sup>3</sup>** on the app or your computer! Don't forget to submit an insurance claim for those services.



Forgot what you chatted about in a previous Akira session? No problem: you can **review previous conversations**.



You can access your **medical consultation notes**.



**Track your prescriptions** and lab results within the app.



**Your privacy is important**, so all of your messages and video consults are encrypted, and your information is protected.

## Get started!

1

First, purchase or register your Manulife Health & Dental plan.

If you are an existing Manulife Health & Dental plan member, please register your account on Manulife SecureServe through this link:

**[Manulife.ca/secureserve](https://manulife.ca/secureserve)**

**Not a Manulife Health & Dental plan member? Contact your advisor to get started.**

Name: **HEALTHQUOTES**

Phone: **800.474.4474**

Email: **INQUIRIES@HEALTHQUOTES.CA**

2

Visit **[manulifehealthcareonline.ca](https://manulifehealthcareonline.ca)** to register for Akira with your Manulife SecureServe ID.

3

**Download the app** in the App Store or Google Play. Simply search "Akira by TELUS Health."

**Log into the app once Akira is on your phone. You now have access to Akira Healthcare on-demand!**



**Questions?** Contact **[support@akirahealth.ca](mailto:support@akirahealth.ca)** or your advisor.

You can also contact Manulife at 1-888-626-8543 or visit [Manulife.ca](https://manulife.ca).



Plans underwritten by **The Manufacturers Life Insurance Company (Manulife)**.

\* Manulife cannot guarantee the availability of this benefit indefinitely.

<sup>1</sup> Speaking with a nurse practitioner is included in your membership, but before you book a session with a psychotherapist, registered social worker or psychologist, you'll be informed that a fee will be charged for their services.

<sup>2</sup> **Note:** Akira by TELUS Health does not prescribe medical marijuana or controlled substances.

<sup>3</sup> While a referral to a dietitian is included in your membership, you will be charged for their services.

\*\* While Akira can be used anywhere in the world, some limitations apply outside Canada: users can receive medical counselling and diagnosis, but Akira's clinicians cannot prescribe medication or refer to specialists outside of Canada. Also note that Akira is never meant to be used for medical emergencies, so should not be used as a replacement for your emergency medical travel benefit.

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