



TELUS Health Virtual Pharmacy

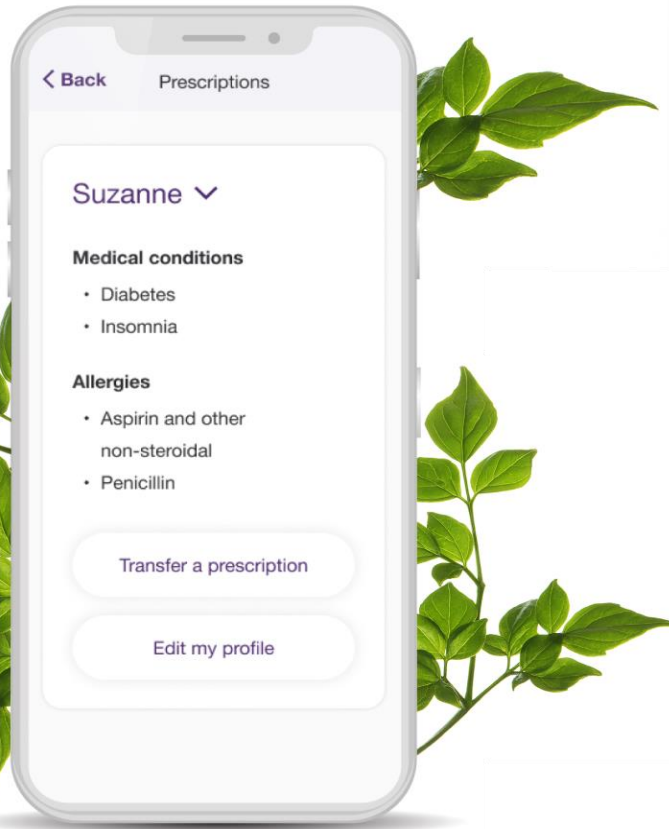
2022 Tech Insights





Who we are

- TELUS Health works each day to create a fully **connected healthcare ecosystem**.
- For over a decade, TELUS Health has been working with health authorities, community partners and stakeholders to build a more **sustainable healthcare system through the power of technology**.
- With a strong **technology infrastructure** and enhanced capabilities, we are proud to offer a suite of **virtual care services and solutions** that are highly differentiated by a highly personalized and human experience.
- Our goal is to **improve healthcare experiences for all**.



Introducing: TELUS Health Virtual Pharmacy

The rise of virtual pharmacy

- The COVID-19 crisis was a catalyst for the adoption of virtual care. Before COVID-19, only 4 per cent of primary care visits in Canada were conducted virtually this number has since increased to 60 per cent. Receiving care virtually is reshaping the way healthcare is delivered across Canada.
- With increasingly busy lifestyles of Canadians, we are seeing a concerning trend in medication nonadherence
 - A survey conducted by Leger on behalf of TELUS Health found that a full **one-third of respondents said they often missed picking up their prescriptions**, which translates into a lot of missed medications and the risk of compromised health.
- Chronic health conditions are on the rise in Canada and this is changing the medication landscape
 - **Drug costs for people managing multiple medications are 16X higher than average plan members.** This will only worsen as short- and long-term disability claims spike in the wake of the pandemic.
- By adopting virtual modalities such as virtual pharmacy, we can help improve patient access, experience, and health outcomes.

TELUS Health

Virtual Pharmacy app

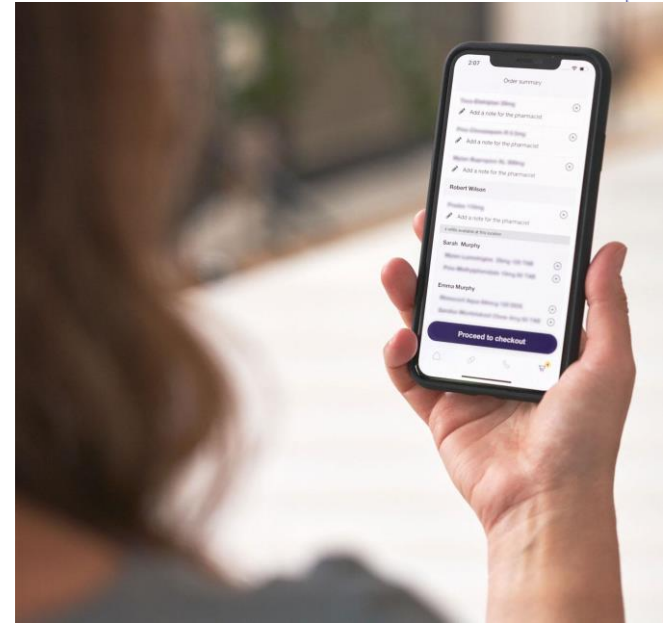
Virtual Pharmacy is an accessible pharmacy experience that empowers Canadians to manage their care through a combination of proven technology and exceptional service from caring practitioners.

From complex medication regimens to routine refills to virtual consultations with our pharmacists, the service builds on TELUS Health's innovative technology to deliver convenience to Canadians and value to employers who want to support a healthy workforce.



How does TELUS Health Virtual Pharmacy support your workforce?

- Allows users to manage their, and their family's, medications through an easy-to-use online dashboard.
- Users can have their prescriptions filled quickly and delivered, free, by mail to their home.
- Users can set up unlimited 1-on-1 virtual consultations with a pharmacist -- conducted privately in a time and place of their choosing.
- Virtual Pharmacy services have lower dispensing fees, lower markups and allow users to access MedPack by TELUS Health -- a service for those taking multiple medications.



Benefits for employers

- Virtual Pharmacy, formerly Alliance Pharmacy Group, is trusted by 61,000 Canadians and counting and provides everything an employee would expect from a pharmacy, and more.
- Employers can use Virtual Pharmacy as part of their strategy to attract and retain top talent, and support a healthy, productive workforce while providing an effective lever to help bend the cost curve.



Cost containment

We understand the challenges employers face. Keep costs under control, while offering competitive benefits and supporting great health outcomes. Adding virtual pharmacy to your benefit offerings can support a holistic, sustainable group health benefits strategy.



Convenience

Accessible from any smartphone, tablet or computer, plan members can fulfill their medication needs and chat with a pharmacist without the usual time off work.



Innovation

Your workforce needs are evolving. By improving access to medication, you can actively help plan members stay happy, healthy and productive.

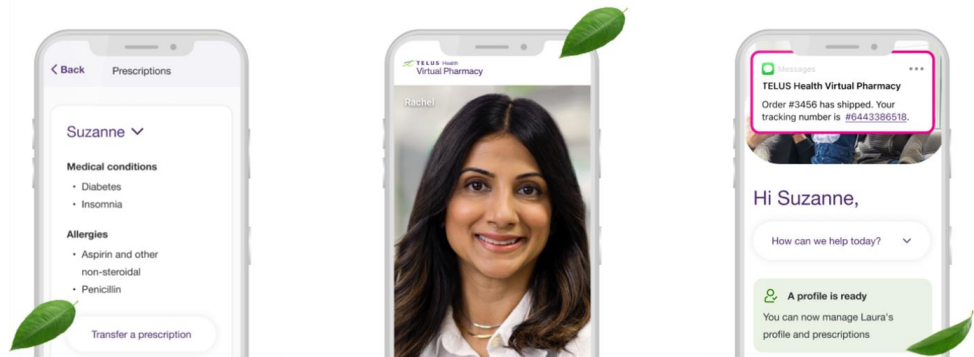


Personalized care

We take the time to ensure every plan member gets the care and attention they deserve. From video consultations, to friendly follow ups, we have everything covered.

A compelling new offering

- Innovate your plan design so it balances employee wellness with cost, scalability and coverage competitiveness.
- As a trusted advisor, third party administrators and benefits brokers can integrate Virtual Pharmacy into their clients' benefits offering that is innovative, meets the emerging needs of employees, and can help attract and retain staff, while optimizing the value of their benefit plan.



Our integration process

- **Easy onboarding:** No matter the size of your organization, we provide all the help and support you need to get set up, track and manage your plan and increase plan member adoption.



Custom plan design and optimization.



Care kits and welcome packages.



Tips for successful integration and adoption.

- **Plans designed to drive down costs:** We monitor every plan for efficiency. We also offer price file and dispense fee options for preferred provider networks, provide 90-day fills to reduce dispense fees and actively encourage adherence to ensure therapies are working appropriately while reducing waste to the plan.

let's make the future friendly™