

High quality virtual care benefit available for your group plan

Pacific Blue Cross plan members can get the health care they need, when they need it from EQ Care, Canada’s premiere virtual care provider.

Virtual care is an excellent solution for plan members that are unable to easily see a physician:

- They may live in communities that are remote or don’t have robust medical services, including access to specialists.
- They don’t have access to a family physician.
- They live in neighborhoods that consistently experience long waits at walk-in clinics or whose clinics close early due to patient quotas.
- They need to see a doctor outside regular business hours.
- They use hospital emergency rooms for non-acute medical care because they have no other options.

Improving access to health care is a value-added benefit offering for employers

Virtual care enables employees to see a health care provider without leaving work, reducing the incidence and duration of casual absences, and helping to attract and retain employees and improve employee satisfaction.

EQ Care is a standard benefit for our Vancity and Blue Chip small- and mid-size plans as well as our individual health plans. You can add this benefit to an existing Pacific Blue Cross group plan at any time. The cost of the benefit will be included in your monthly invoice.

EQ Care Virtual Care vs. Telemedicine

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| <ul style="list-style-type: none"> • Available 24/7 • Access to mental health care • Access to paramedical providers (dietitians, social workers)* | <ul style="list-style-type: none"> • Available during business hours • Doctor consults offered by appointment only • No access to mental health care • No access to paramedical providers |
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*For an additional cost

Virtual Care from EQ Care offers:

- **Around the clock care.** Doctors and care managers are available on-demand, 24/7
- **Easy access.** EQ Care is available from any mobile device, tablet or computer that has an internet connection.
- **Complete confidentiality.** All personal and health information is secured with bank-grade encryption and the data stored in Canada.
- **Peace of mind.** Discrete counselling, prescription management, and referrals for diagnostic tests.
- **Continuity of Care.** Regular communication throughout the recovery process.

About EQ Care

EQ Care is Canada’s premier virtual care provider with 30 years in Canadian health care. They offer members a secure, personalized approach by pairing them with a care manager that coordinates the care experience—including follow-up tests, referrals to specialists or mental health professionals, and prescriptions.

If a prescription is needed, the care manager will provide it electronically to the member’s preferred pharmacy—including our [Preferred Pharmacy Partners](#)—where most pharmacies can arrange to have them delivered. And EQ Care offers access to mental health and health and wellness services (i.e. dietitians and social workers) for an additional cost.

Talk to your Account Executive for more information