

# How to use the TELUS Health online booking service

A reminder that UBC does not receive any information from the TELUS Health platform, this service is completely confidential.

Go to [one.telushealth.com](https://one.telushealth.com) or download the TELUS Health One app and login.

Use the company code **UBC** (not your UBC email) and you will be redirected to a CWL single sign on page.

Then sign in using your CWL and complete the Multi-Factor Authentication as you normally would.



Sign up with an invitation code [Sign Up](#) English (Canada) ▾

## Log In

Email or Username or Company Code

ubc

[Next](#)

Under the “Feel Supported” section, you will find ways to connect with a counsellor.

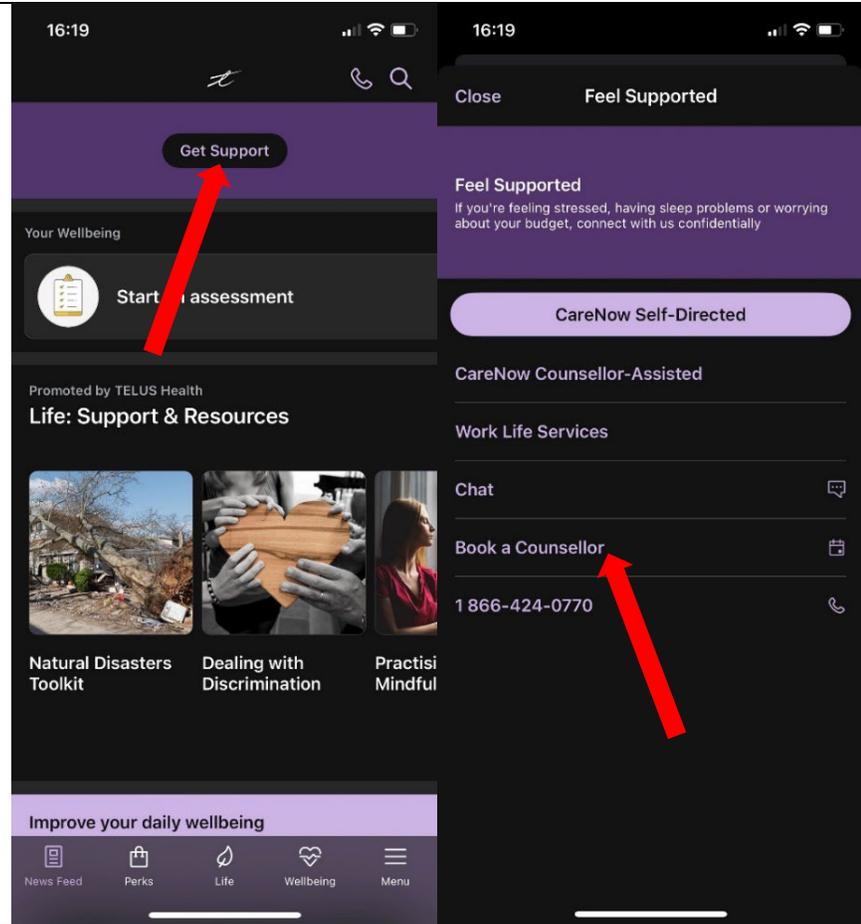
Click on “Book A Counsellor” to use the online booking system.

A screenshot of the TELUS Health app interface. On the left, there is a vertical menu with the UBC logo at the top. Below the logo, the text reads "Feel Supported" followed by a paragraph: "If you're feeling stressed, having sleep problems or worrying about your budget, connect with us confidentially". Below this is a purple button labeled "CareNow Self-Directed". Underneath that is "CareNow Counsellor-Assisted", "Work Life Services", "Book A Counsellor" (with a calendar icon), "Chat" (with a speech bubble icon), and "1 866-424-0770" (with a phone icon). On the right, there is a "Support &amp; Resources" section promoted by TELUS Health, featuring three cards: "Natural Disaster Toolkit" (with an image of a destroyed house), "Dealing with Discrimination" (with an image of hands holding a heart), and "Pract Mind" (with a partial image of a person). Below these cards is a search bar labeled "Search news feed posts" with a magnifying glass icon. At the bottom right, there is a purple box titled "Improve Your Daily wellbeing" with the text "Use snackable wellbeing to become a happier and healthier you." and a button labeled "Personalize Your Content". A red arrow points from the "Book A Counsellor" option in the menu to the "Dealing with Discrimination" card in the resources section.

**When using the TELUS Health One App on iOS or Android**

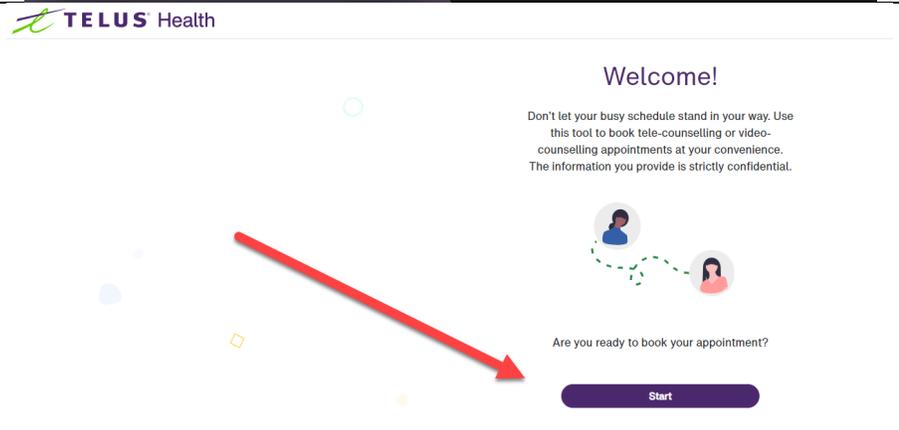
If you are on the App, tap “Get Support” at the top.

You will be able to select the “Book A Counsellor” option on the next screen.



You will be directed to a Welcome page, where you can hit the “start” button to proceed.

You will be asked to accept the Terms of Use.



Next, you will be asked to “Pick your organization”.

Type **UBC** and select your campus.

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## Pick your organization

Please enter your employer or organization name

  
  
UBC Hospital - VA  
UBC Okanagan Campus  
UBC Vancouver Campus  
University of British Columbia

You will now be asked to answer a question about the “Risk of harm or violence?”

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## Risk of harm or violence?

At the moment, do you have reason to believe that yours or someone else’s safety is at risk? That would include thoughts of harm to yourself or others.

Yes, I’m at risk

No, I’m not at risk

Follow the prompts to select the service you are interested in. And how you would like to speak with the counsellor: either by phone or video call.

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Who is this service for?

- Select -

What do you need help with?

- Select -

Would you like to book a tele-counselling or video-counselling appointment?

- Select -

[Continue](#)

**i** For **In Person** counselling appointments or immediate support, chat with a member of our team – we'll be happy to help you.  
[Open Chat](#)  
You can also reach our Care Access Centre at +1-800-387-4765

Next, add in your Personal information.

The Gender identity field includes a range of options, including “Do not wish to disclose”

The Employment category field includes options for partners, dependents, retirees, and others – in addition to your employment type.

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Personal Information

First Name

Last Name

Date of Birth

MM-DD-YYYY format

Preferred Language

- English  
 French

Gender Identity

- Select -

Employment Category

- Select -

Add up to 6 additional individuals (optional)

Before you book, make sure you take a look at the Counsellor Filter, just below the earliest available appointment.

Using this function gives you more control over the counsellor you speak with. You can also choose your preferred date and time, along with the counsellor's specialization and language.

Hover over the counsellor's name (or press and hold on the app) to get more details. Then select "Book" to review the details before confirming.

You should receive an email confirming the details.

Reach out to the call centre (+1 866 424 0770) if you need assistance or are not finding an appointment or counsellor that meets your needs.

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## Select a date for your counselling appointment

The earliest available appointment is on **Thursday, September 14** from 5:00 AM to 6:00 AM

**Book**

Or

You can further refine your search by applying the filters below. The calendar will populate with appointment options that match the criteria you select.

### Filter counsellor by:

Gender Identity

Any



Language

English

Specialization

Any



## Friday, September 15

As you select your appointment from the list below, you can learn more about the provider by hovering or selecting their name.

3:00 AM - 4:00 AM



4:00 AM - 5:00 AM



5:00 AM - 6:00 AM



6:00 AM - 7:00 AM



Rasha Taha

**Book**



**Rasha Taha**

**Social Worker**

**Language:** Arabic, English  
**Identifies as:** Non-binary, Queer, West Asian (e.g., Afghan, Egyptian, Iranian, Lebanese, Turkish, Kurdish etc)

Iris

Kyl