



Building the healthiest communities and workplaces on the planet.

Revolutionizing Healthcare through
Digital Transformation and AI.

TELUS Health team introductions



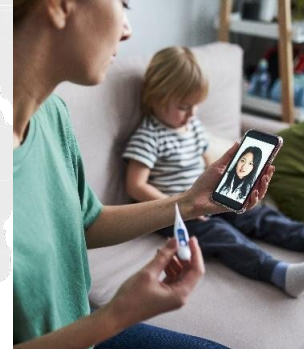
Susie Randhawa
Account Manager, AB



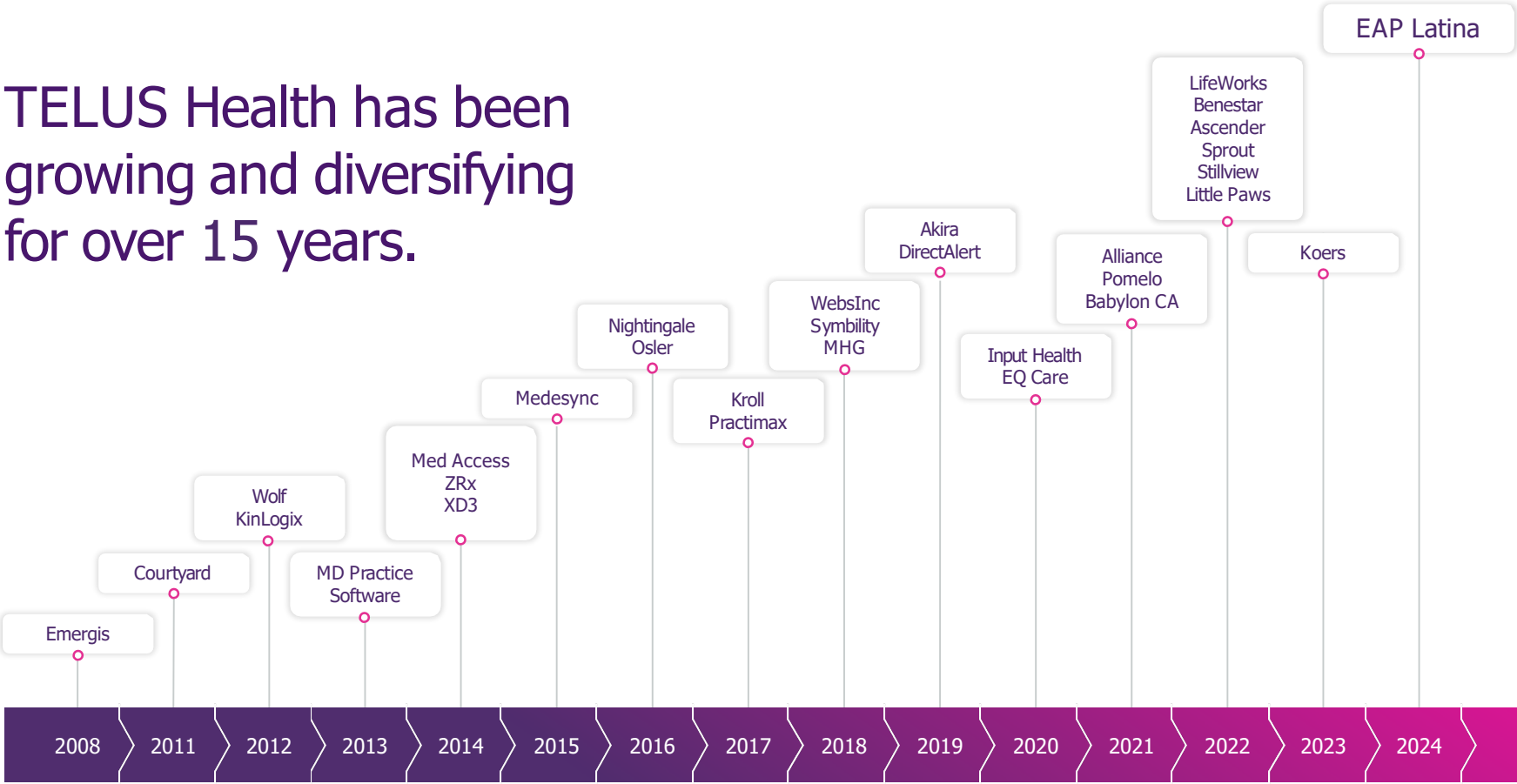
Marc Faktor
Director, Sales



TELUS is a global technology company with a long-standing history of evolving and expanding our business with a commitment to putting our customers and communities first.



TELUS Health has been growing and diversifying for over 15 years.



Powered by purpose

We are the leading social capitalism company in the world and we are doing this through our support of five pillars:



Connectivity
and digitization



Leading in
sustainability



Health and
wellbeing



Security, privacy
and safety



Giving to our
communities



\$1.7B in contributions | \$107M in grants | 2.2M volunteer days - since 2000

We are on a mission to be the **most trusted wellbeing company in the world.**

We do this by **building the healthiest communities and workplaces on the planet.**



Building stronger, healthier communities



Expanding our Connecting for Good programs to help over **3 million Canadians in need.**



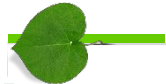
Improving the **quality, safety and sustainability of our food** by leveraging technology innovation.



Investing over \$4B into healthcare innovations as **Canada's largest health IT company.**



Committing to using **100% renewable energy by 2025** and becoming carbon neutral by 2030.



Revolutionizing healthcare

TELUS Health is a leading global digital health and wellness provider. We're improving the healthcare experience and creating better health outcomes for all by making it easier for patients and healthcare professionals alike to connect.



Impact

111,200+

primary and extended healthcare professionals are using TELUS technology to connect members of the Canadian health ecosystem



610M

Digital health transactions



12.6M

Pensions and benefits



6.3M

virtual care patients



75.1M

lives covered



A friendlier future is a healthier future for all

At TELUS, we believe everyone should have access to healthcare when and where they need it, regardless of their socio-economic status. That's why our Health for Good™ program connects underserved individuals to the medical and mental health care they need.

TELUS Health for Good provides marginalized individuals with improved access to primary and mental health services, and supports low-income older adults to safely age in place with confidence.



Health for Good initiatives

Explore how we're helping empower Canadians everywhere to live healthier, happier lives.

TELUS Mobile Health Clinics

Reaching and treating the most marginalized among us – including those experiencing homelessness – through our [TELUS Mobile Health Clinics](#), powered by TELUS Health technology.

Free TELUS Health MyCare Counselling

Providing free [TELUS Health MyCare™](#) counselling sessions for marginalized individuals, helping them take control of their mental well-being.

Low-cost TELUS Health Medical Alert

Enabling low-income older adults to keep living independently and enjoy peace of mind with [low-cost access to TELUS Health Medical Alert services](#).




HEALTH FOR GOOD

TELUS Mobile Health Clinics

Over 235,000 Canadians experience homelessness each day. Many face complex mental health and addiction issues and yet struggle to access traditional health care services. TELUS Mobile Health Clinics, powered by [TELUS Health](#) technology, reach and treat the most marginalized among us while respecting their privacy and dignity.

 **200,000 +**
patient visits nationwide

 **13 million dollars**
invested through 2026

 **36%**
of patients would not have
accessed healthcare
otherwise

 **25**
Canadian communities
served since inception


“Every single time I visit the van, I’m in desperate need of help.
It’s very good to know that they are always there. Always.”

– North End Community Health Centre MOSH client



TELUS Health for Good
248,000 patient visits | 27 communities



 **TELUS** Health
Kilala Lelum
Mobile Health Clinic

 Kilala Lelum

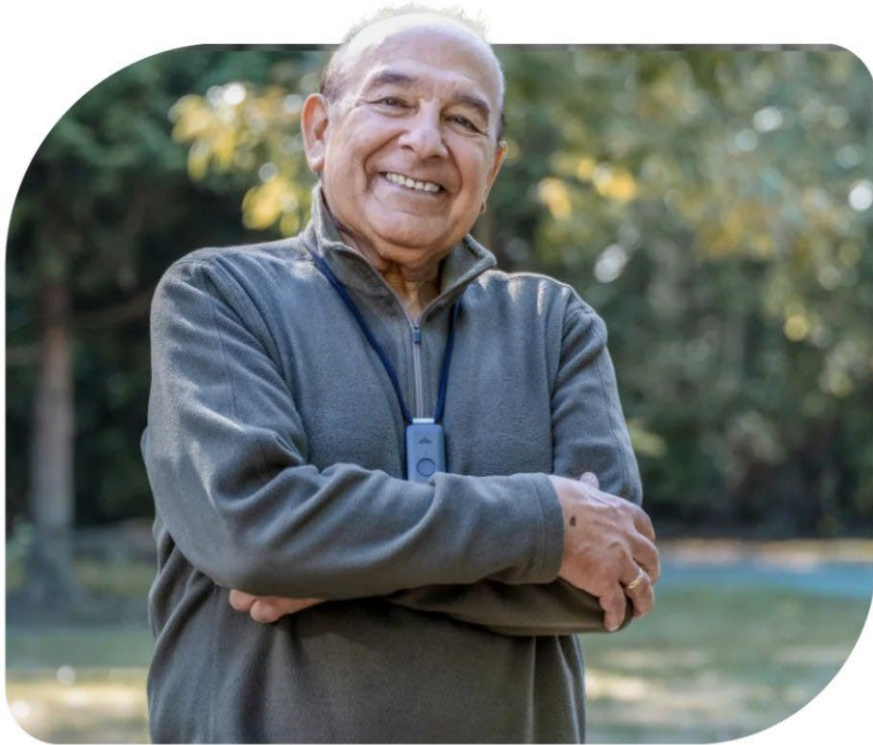
Hybrid care model that delivers both primary health care & Indigenous Cultural Care services.



HEALTH FOR GOOD TELUS HEALTH MYCARE

Free virtual mental health counselling

TELUS Health for Good, in partnership with YWCA Metro Vancouver, Mamas for Mamas and Dress for Success Vancouver, provides marginalized and low-income women, gender diverse individuals, parents & caregivers with access to free virtual counselling appointments through [TELUS Health MyCare](#).



HEALTH FOR GOOD MEDICAL ALERT

Low-cost access to 24/7 emergency support for older adults in need

Health for Good provides low-income older adults who have qualified for our Internet for Good® or Mobility for Good® for Seniors programs with access to a low-cost TELUS Health Medical Alert service.

[TELUS Health Medical Alert](#) empowers older adults to live more confidently knowing that they have 24/7 access to emergency support at the push of a button. TELUS Health Medical Alert devices can include features like state-of-the-art fall detection¹, Canada-wide location tracking², and a new Caregiver app to share with loved ones.

TELUS Indigenous Reconciliation Commitment



116 Indigenous communities connected to TELUS PureFibre®

3.4K Indigenous women in BC, Alberta, Ontario & Quebec supported through TELUS Mobility for Good.

5% of Team TELUS Cares activities support Indigenous organizations and communities annually.

\$6M invested in Indigenous business through the Pollinator Fund.

\$785K disbursed to support Indigenous-led initiatives through the Indigenous Communities Fund.



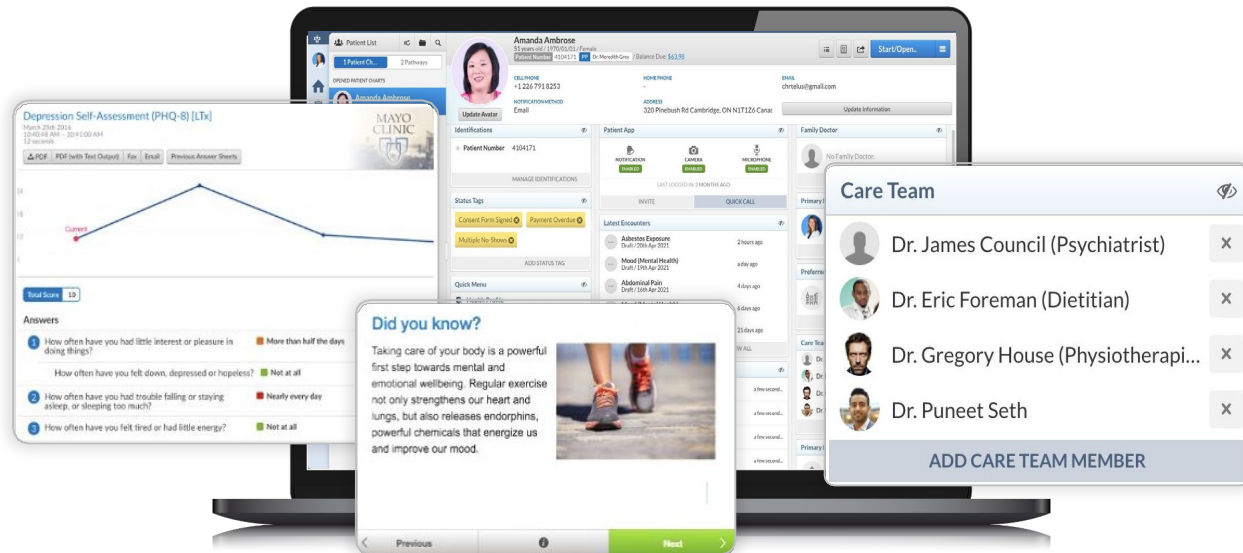


The future of
healthcare is
collaborative.



TELUS Health EMR/CHR Portfolio

TELUS Health is the **leading provider of Electronic Medical Record (EMR) systems in Canada** and has strategically acquired EMR solutions **since 2012**.



48k

Family Physicians in
Canada

1 in 2

Use a TELUS EMR
(37k)

EMR Strategy

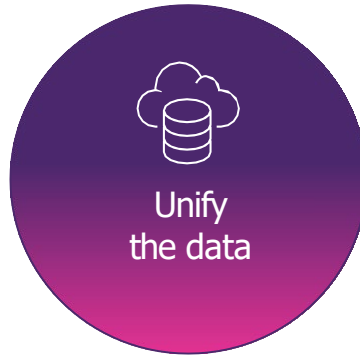
The Collaborative Health Team

TELUS Health EMR reimaged, enabling the best personalized, data-driven care accessible to all humans everywhere



We're supporting our valued customers on their product of choice

Cloud migrations
Key and legislative enhancements
Continued service excellence



A future where our data can prevent serious illness, integrate care and save the health system money

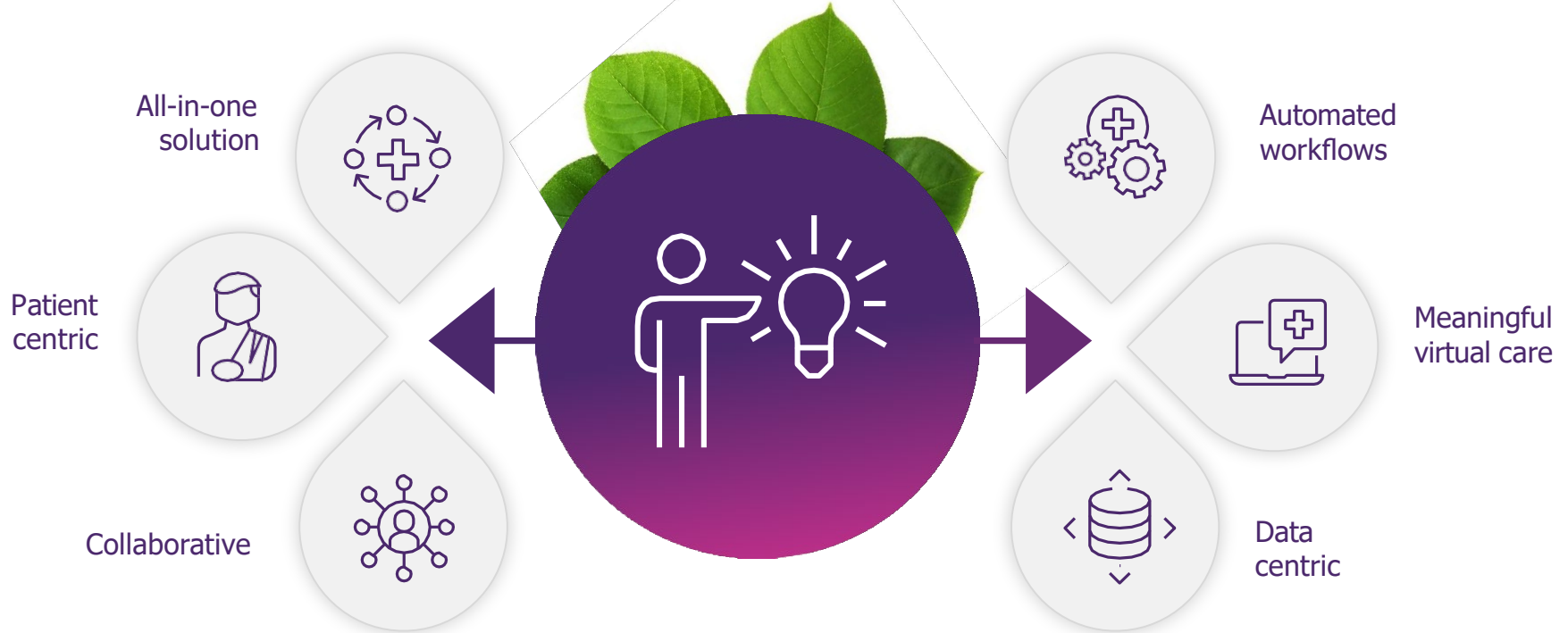
Centralize Canadian EMR data
One patient, one record
Data driven decisions



Bring to market the most innovative experiences with the Collaborative Health Record

Meaningful patient engagement tools
All-inclusive with real-time analytics
Reduce administrative burden
AI Driven

How CHR is re-imagining the EMR



Built-in automation, patient engagement, virtual care tools, care team collaboration and data optimization. Iterative by design, the CHR is constantly evolving.

Collaborative Health Record (CHR)

Charting a new course
in healthcare.

The CHR connects patients to their
care teams through a shared,
cloud-based platform that powers
automation and data-driven insights



Track patient
outcomes



Easy to use
questionnaires



Email/SMS
notifications



Secure
messaging



Team-based
workflows



See patients from
anywhere



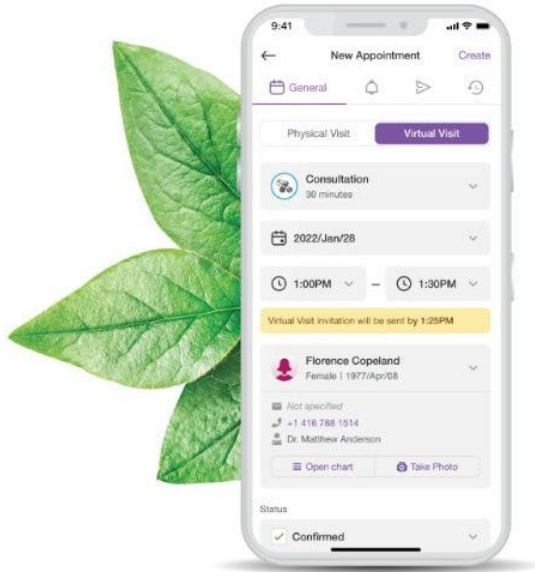
Online
booking



Charting

One end-to-end platform

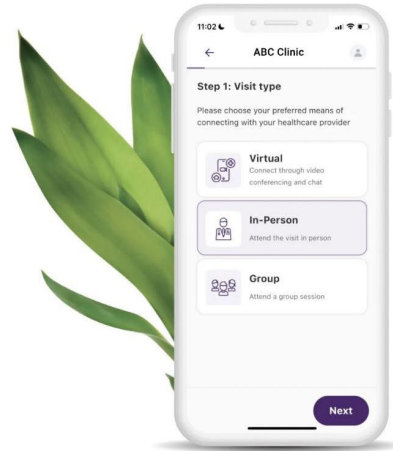
CHR Mobile - Provider Application (IOS/Android)



- Access your schedule and book appointments
- Access patient files and lab results
- View patient's clinical summary
- View and manage your CHR inbox - receive health documents (including labs), send messages to colleagues within your practice, and mark tasks as done.
- Upload photos seamlessly
- Monitor and respond to urgent situations
- Easily call patients in private mode (without Caller ID)
- Communicate safely with patients via the patient portal

Patient app

CHR Connect allows patients to be active participants in their own care.



With CHR Connect, patients can:

- Book and manage appointments at their convenience
- Receive appointment reminders and related information
- Receive messages from their healthcare team and send replies
- Complete pre-visit questionnaires on their mobile device
- Meet their provider in a virtual visit
- Receive relevant health information documents
- Communicate directly with their provider
- Receive encrypted messages

Available to you and your patients for free. Must be a CHR customer.



What CHR offers



Modern technology.

Encrypted, cloud-based



Interoperability by design

Open architecture → API



Natively-built & integrated engagement tools

Share data entry with patients → patient generated data



Automated workflows



In-app support chat



Not your average “tech” company

- Unparalleled client experience
- Clinical and system leadership
- Empowered by the extensive TELUS Health digital health ecosystem, partnerships and investments to transform healthcare & improve outcomes



Shared vision



Increased
efficiency for health
professionals



Seamless flow
of health
information



Patients playing
an active role in
managing their
health



**Improved
healthcare
experiences &
patient outcomes**



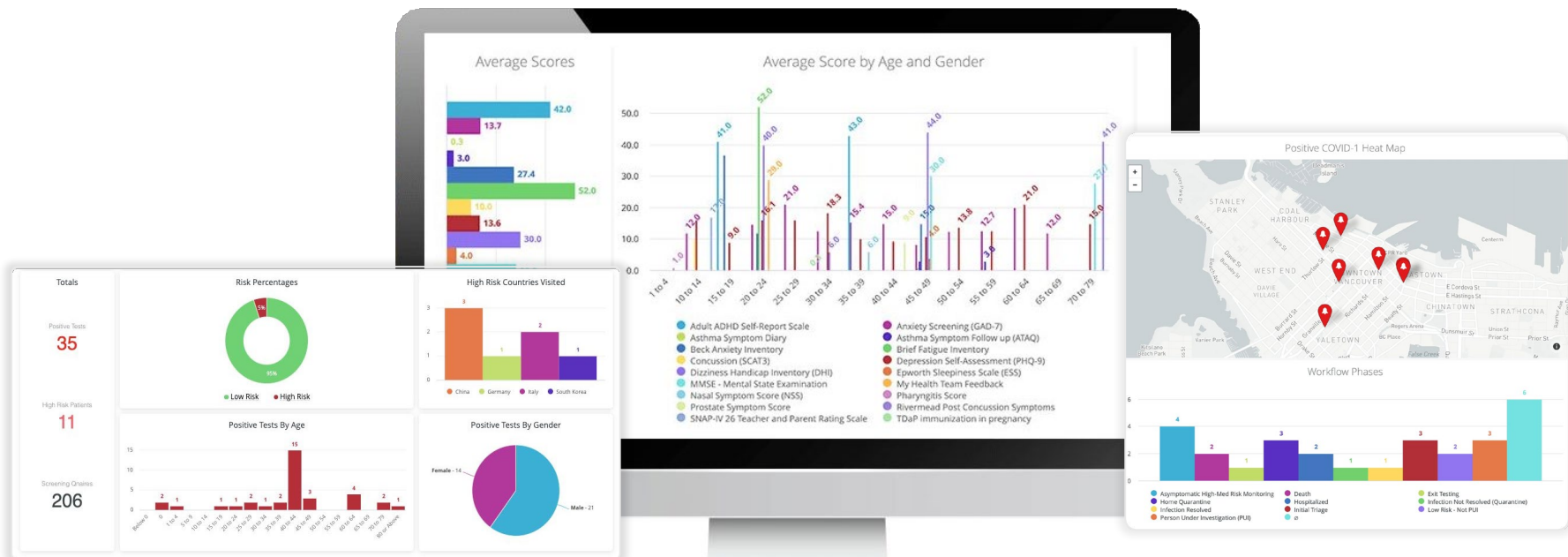
Working with leading health institutions across the continuum of care



Working with leading indigenous health teams across the continuum of care



High quality data from high quality teamwork



“We have a dynamic clinic with robust analytics for wait times and other quality measures. The CHR allows us to run our business to maximum efficiencies. Our patients feel like they’re part of the process and not just a piece of paper. It has been a game-changer.”

Stefan Fletcher, CEO Rebalance MD



Artificial Intelligence



By unlocking the potential for AI in a clinically meaningful way, we will deliver value for our clients and move closer towards our vision of enabling the best, personalized, data-driven care accessible to all humans everywhere.

TELUS Health vision for AI

Our guiding principles

- Accountability
- Patient consent
- Transparency
- Evidence-based
- Responsible
- Ongoing oversight

Partners in AI



Dedicated teams

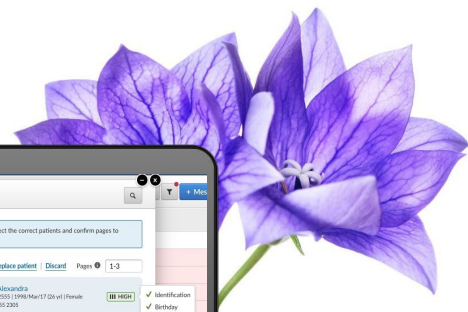
- Data science
- Sr Engineers
- Clinical Working Group

What we're doing

- Infrastructure readiness to deliver enterprise grade AI capabilities
- AI enhanced workflows



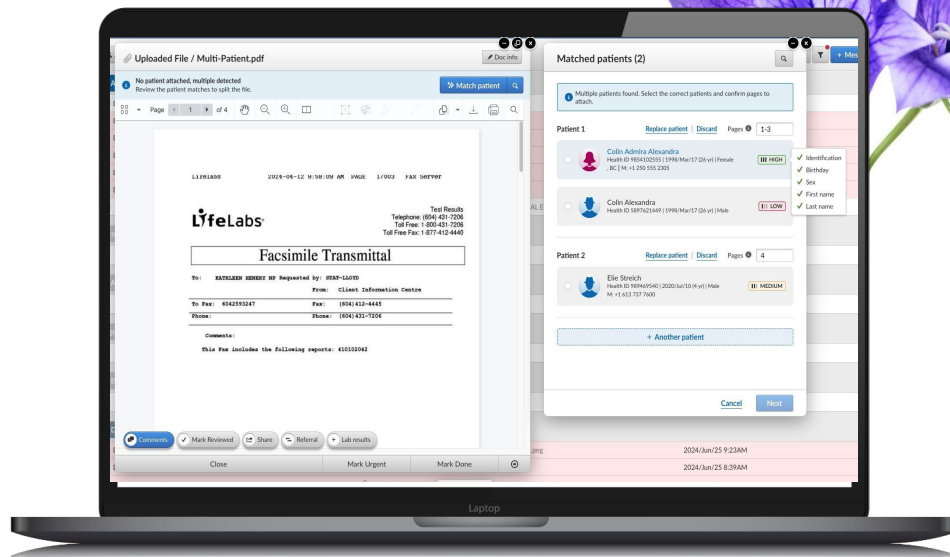
CHR AI-powered workflows



You're busy.

CHR AI-powered features can help.

Driving efficiency and lighten your administrative burden with artificial intelligence and machine learning innovation.



Streamline patient matching



Auto patient chart creation



File splitting, naming, & tagging



Protect patient safety & privacy



Confidence & trust



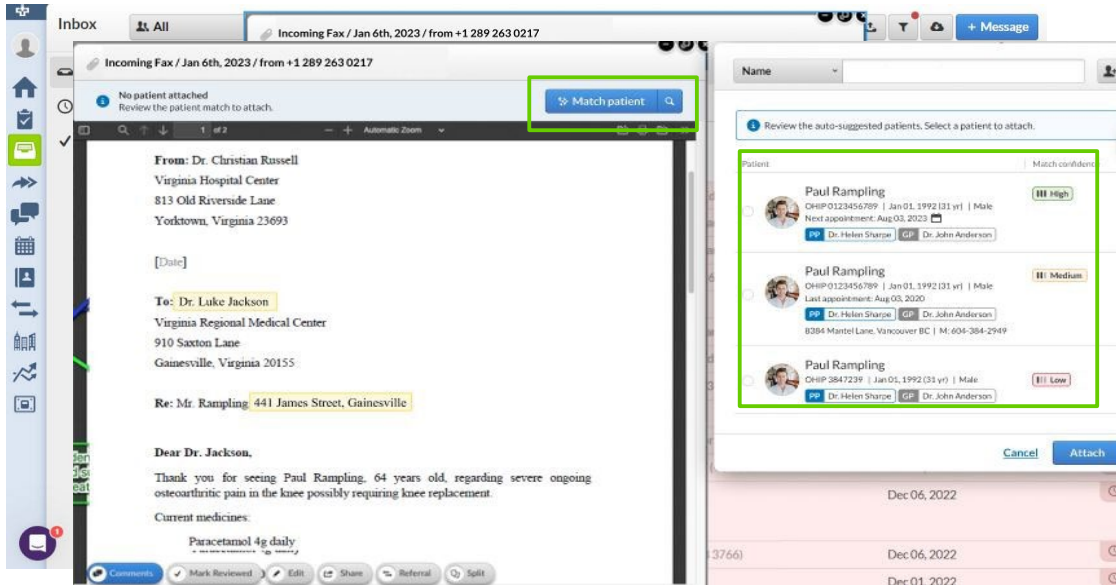
Reduce admin burden



More to come!

Integrated AI-powered features

CHR AI Smart Automation Pilot



Problem Statement

While triaging inbound efaxes (such as lab results, imaging results etc) in CHR, ClinOps associates have to manually search and identify which patient theifax is for. This process currently takes ~32 secs/efax. MyCare receives ~125K inbound efaxes/year.

CHR's Smart Automation Solution

AI solution that can scan incoming efaxes and identify which patient it's for, helping ClinOps more quickly go through those faxes and speed up triage activities.

Benefits for MyCare:

- ClinOps FTE savings

Phase 1 Pilot Plan and Results

Details of the pilot	<ul style="list-style-type: none">• Pilot environment: CHR Production• Pilot period: Apr 9, 2024- May 2, 2024 (3 weeks)• Participants: 19 ClinOps associates who were scheduled to triage incoming efxes in production• Consumer Networks: AB and BC
What was measured during the pilot	<ul style="list-style-type: none">• Percentage of files for which the feature worked• Time savings (time taken from the time efax is opened to the time patient is identified from the tool's output)• Cases in which the tool's output is not useful

Pilot Results

- Feature worked for **90%** of the files processed (602 out of 669 files processed).
- **Time savings:** Patient could be identified within an average of 1.2 seconds, saving **96%** of the time involved in the patient identification process during triage of efxes.

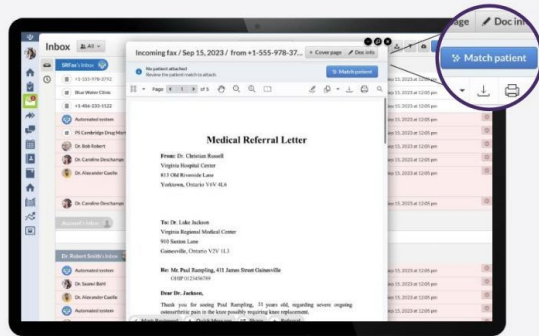
Pilot results have demonstrated strong accuracy of the solution and validate the forecasted ClinOps time savings of 1.5-2.0 FTE.

AI scribes show promising results in helping family doctors and nurse practitioners spend more time with patients and less time on paperwork

Details of the Study	<ul style="list-style-type: none">• The OMD-led project was funded by the Ontario Ministry of Health through its agency, Ontario Health.• The eHealth Centre of Excellence (eCE) and Women's College Hospital Institute for Health System Solutions and Virtual Care (WIHV) partnered with OMD to implement the project with more than 150 family doctors or nurse practitioners.
What was measured during the study	<ul style="list-style-type: none">• The family doctors and NPs assessed AI scribes' effectiveness in reducing their time spent on administrative tasks<ul style="list-style-type: none">○ According to the Ontario Medical Association, family doctors spend 19 hours per week on administrative tasks, including four hours writing notes or completing forms for patients.

Study Results

- **70% to 90% less time spent on paperwork**, and 3 to 4 hours per week saved doing administrative tasks.
- 83% of participants said they would use an AI scribe in their practice long term.
- 82% of participants said they would recommend AI scribes to their colleagues.
- 79% of participants said they were able to spend more time on patient care.
- 76% of participants reported a reduction in information overload during patient consultations.



We have 100% satisfaction from our first AI-enabled workflows. Can't wait for what's coming.

CHR limited release participant

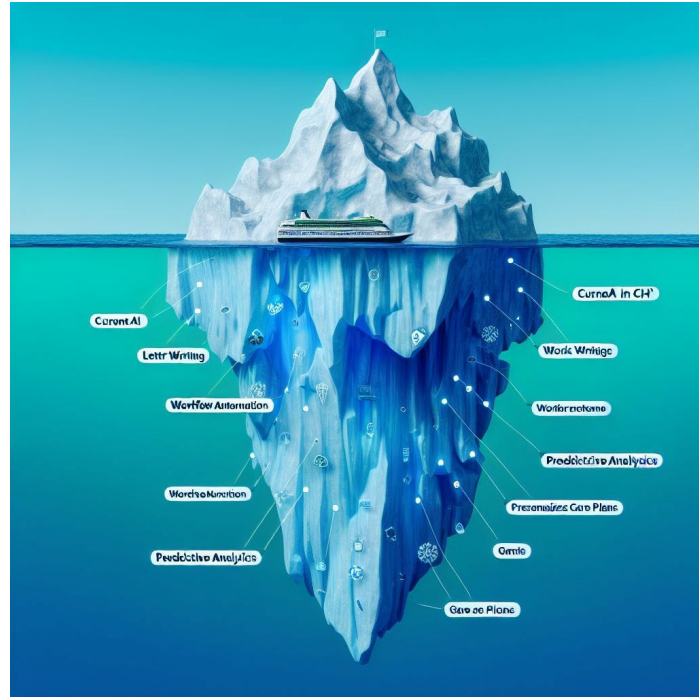
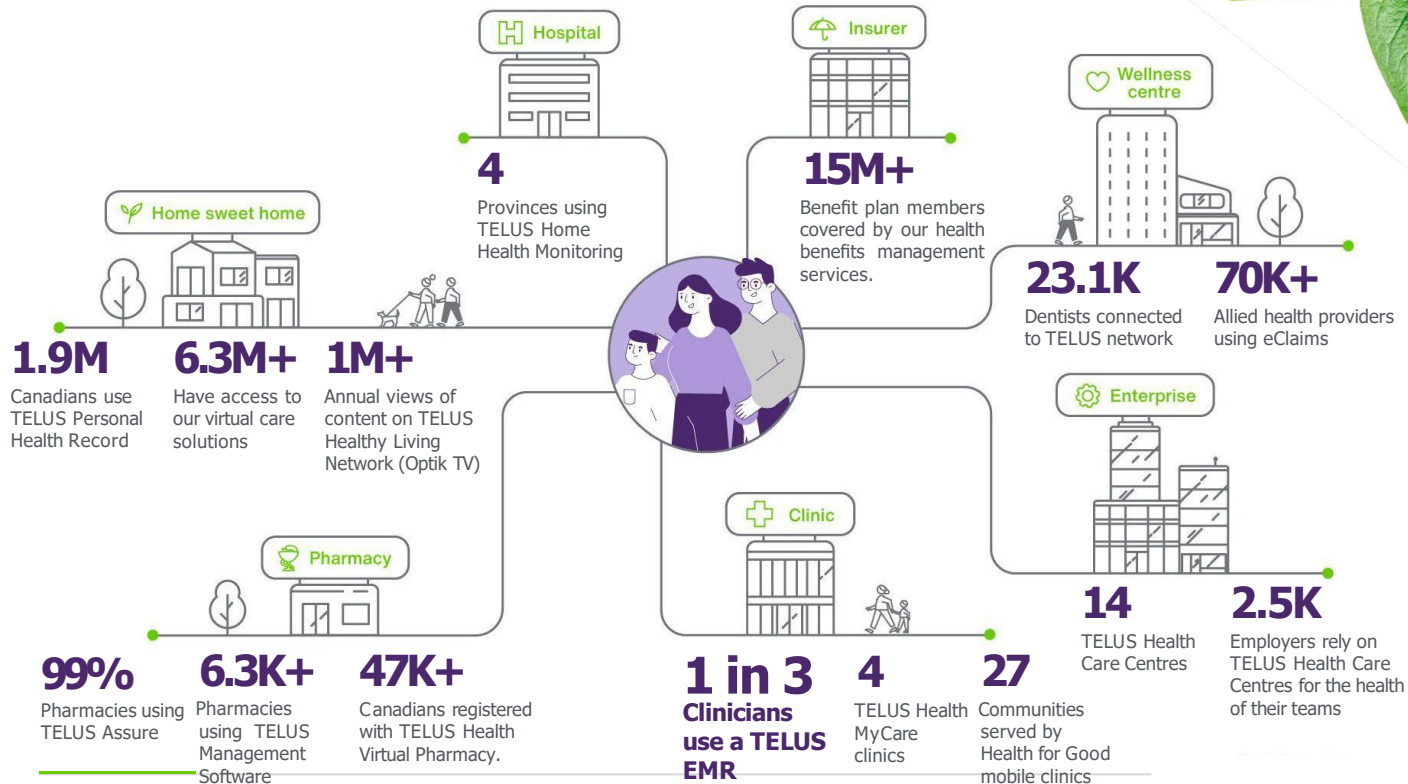


image generated with TELUS unicorn.ai copilot

TELUS Health: Big Picture



Revolutionizing Healthcare by improving the healthcare experience and creating better health outcomes for all by making it easier for patients & healthcare providers alike to connect.

This has all been powered by Purpose.



Our mission is to be the most trusted wellbeing company in the world. We do this by building the healthiest communities and workplaces on the planet.



Thank you

Marc Faktor

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