

Seeking Medical Support in a Virtual Environment

During this time, we may find it more difficult to find care and support from our medical professionals. There are many virtual options and resources available in our community to get support during this time.

In addition to contacting your regular healthcare provider or local clinic, some other options include:

HealthLink BC (8-1-1)

Free of charge, this phone line assists individuals in finding the health information and services they need, including providing a direct connection to a nurse or other qualified health professional. This service is available 24/7 by dialing 811.

Visit their website to learn more about the services they offer: <https://www.healthlinkbc.ca/services-and-resources/about-8-1-1>

BC NurseLine

This service connects individuals with a registered nurse or pharmacist to answer health or medication-related questions.

Contact BC NurseLine:

- Toll-free: 1-866-215-4700
- TTY: 1-866-889-4700

Virtual Medical Clinics

Many medical clinics now provide access to BC certified doctors virtually. These clinics connect you with a BC doctor via video. Online doctors are able to provide a wide variety of care to patients and many are covered through your BC Medical Services Plan (MSP).

Some virtual doctors in BC include:

- **EQ Virtual:** <https://accessvirtual.ca/british-columbia/en/family-medicine-pediatrics>
- **Maple:** <https://www.getmaple.ca/msp-and-virtual-healthcare/>
- **Telus Babylon:** <https://www.telus.com/en/bc/health/personal/babylon>
- **VirtualClinic:** <https://virtual.wellclinics.ca/index.html>

Homewood Health

Our Employee & Family Assistance Program continues to provide virtual services during this time. Services include:

- Free and confidential counselling services by phone for you and your family members
- Free access to Homewood's online library of health-related resources
- i-Volve, an online, self-paced tool to help you learn and practice Cognitive Behavioural Therapy (CBT), which can help you in managing your anxiety (this program is available through Homeweb)

Contact information:

- Phone (available 24/7): 1-800-663-1142
- TTY: 1-888-384-1152
- Website: www.homeweb.ca