

# Discover our new virtual health care service

We are pleased to offer **free** unlimited access to virtual health care, **24/7**. With EQ Care services, our health insurance clients will be able to take care of their medical needs, no matter the circumstances.



## What services does EQ Care offer?



Consultations with doctors and medical follow-ups



Transmission of prescriptions to the pharmacy and home delivery of medication



Prescription of medical tests and examinations and follow-up of results



Personalized treatment plans



Referrals to other specialists

*Services are available in English and in French.*

## Advantages of virtual health care

Safe, confidential, and easy to use, this service allows you to access health care whenever you need it.

- ✔ Consult a doctor in the comfort of your home
- ✔ Avoid wait times at the clinic
- ✔ Get quick appointments with doctors
- ✔ Access your medical file online at all times

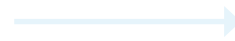
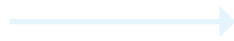


## EQ Care expertise

EQ Care is a Canadian company with **over 30 years of experience** in the health care field, supported by a large **network of health professionals** to assist its clients across Canada.

## How does it work?

Accessible from a computer or mobile device, registration is done in a few simple steps. Make sure to have an electronic copy of a valid photo ID (e.g. health insurance card), as you will need it to authenticate yourself.



### Visit

[ontariobluecross.eqcare.com](https://ontariobluecross.eqcare.com)

Click on **Create your patient account**.

Enter the group number **9255** and the personal coverage identifier\*.

*\*Your personal coverage identifier corresponds to your 8-character insurance contract.*

### Create an account

Only the insured will have access to the virtual health care service with an individual-type contract.

The insured and his family will have access to the virtual health care service with a family-type contract. The primary insured must create the account.

### Request a consultation

Describe your symptoms to a care manager and get an appointment with a doctor.

You can also download the EQ Care app from the App Store or Google Play.



## Who can benefit?

The virtual health care service is offered free of charge to clients with one of the following benefits\*:

- ✔ Health care (Extended Health Care, Hospitalization and Prescription Drugs)
- ✔ Disability (Disability Insurance, Mortgage Disability and Monthly Indemnity)

*\*Certain conditions apply.*



### To access the virtual health care service

Contact your advisor

### To get help on the EQ Care portal

Call **1-855-449-4994**

or write to [support@eqcare.com](mailto:support@eqcare.com)

### To learn more

Visit the [on.bluecross.ca/virtual-health-care](https://on.bluecross.ca/virtual-health-care)