

# Your Virtual Health Services in British Columbia

AS OF SEPTEMBER 2021



The demand for virtual care services increased exponentially during the COVID-19 pandemic. In addition to expanding services provided under public health and government funded offerings, some provincial and territorial governments extended coverage to include services provided by select non-public online virtual health platforms (websites or applications that provide access to a range of health care providers) to meet the increased demand.

While your primary health care provider (family physician or general practitioner) should be your first point of contact for ensuring continuity of care, you can also access care through public and government funded, or non-public online virtual health platforms.



**Click on the links below to learn more about the options available to you.**

## Public and Government Funded Health Services

**HealthLinkBC 811**: The line provides confidential health information and advice. You can call 811 to speak with a registered nurse 24/7. Visit their website for more information about services provided.

**BounceBack**: The program provides British Columbians (15+ years of age) access to virtual mental health coaching (based on referral from a family physician, nurse practitioner, or psychiatrist) and a skill building program designed to help manage symptoms of mild to moderate depression and anxiety. Visit their website to register and for more information around services provided.

**Crisis Services Canada**: The line provides crisis support. If you or someone you know is thinking about suicide, call the Canada Suicide Prevention Service at 1-833-456-4566 (24/7) or text 45645 (4 pm to 12 am ET). You can also visit their website to find distress centers and crisis organizations near you.

**Foundry Virtual BC**: The service provides access to counselling, peer support, youth groups and caregiver groups to British Columbians aged 12-24. Download the Foundry BC App, or call 1-833-308-6379 to register or for more information.

**Hope for Wellness Help Line**: The line provides Indigenous peoples across Canada who need immediate crisis intervention with access to experienced and culturally sensitive counselors 24/7 by calling 1-855-242-3310 or visiting their website.

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**Kelty's Key:** The organization provides access to self-help mental health resources and online therapy. Visit their website for more information.

**Kids Help Phone:** The line provides Canadians aged 5-29 with access to confidential and anonymous care from professional counsellors 24/7 by calling 1-800-668-6868 or texting CONNECT to 686868 across Canada.

**Self-Management British Columbia:** The organization provides online, telephone or mail health programs for adults living with one or multiple health conditions across BC. Visit their website or call 1-866-902-3767 for more information.

**Wellness Together Canada:** This organization provides online resources, tools, applications and connections to trained volunteers and qualified mental health professionals 24/7 across Canada. You can access services through their website, or by calling 1-866-585-0445 (Adults) or 1-888-668-6810 (Youth).

## Non-Public Virtual Health Platforms

As of September 2021, you can access free services with a valid health card through the platforms below. These platforms are not endorsed by the province and coverage is subject to change. Hence, you are encouraged to confirm coverage prior to use.

**Access Virtual:** The platform offers video visits with a family doctor or specialist. You can register and book an appointment through their website or app.

**Maple:** The platform provides access to general practitioners online. Services are available between 7 am and 6 pm PT. You can register and book an appointment through their website or app.

**Medimap:** The platform offers video visits with walk-in doctors. You can register and book an appointment through their website.

**Shopper's Drug Mart + Maple:** The company provides access to virtual care through in-store tablets at select Shopper's locations 7 days a week from 8 am to 9 pm PT. See their website to find a store offering this service near you.

**Telus Health MyCare:** The application allows you to digitally monitor your health, check symptoms and connect with a medical professional. You can register and book an appointment through their app.

**Tia Health:** The platform provides access to a network of family doctors, specialists, dietitians, naturopaths, counselors, nurse practitioners, ophthalmologists, physiotherapists and more. You can register and book an appointment through their website.

**Virtual Clinics +:** The platform provides access to walk-in and family doctors. You can register and book an appointment through their website.

**Viva Care:** The platform offers access to general practitioners, specialists, pharmacists, walk-in doctors and certified counsellors. You can register and book an appointment through their website.

**Walkinvirtualclinics:** The platform offers video and telephone consultations. You can register and book an appointment through their website.