Online Scheduling

Take control of your mental health journey with self-service scheduling

Online scheduling provides you with more control and choice when seeking counselling.

How to book an appointment

1 Go to one.telushealth.com
or download the TELUS Health One app

2 Click on the Book a Counsellor link
and enter your organization name

3 Answer the risk question,
and if there is no risk, then select the area of your life you need help with

4 Enter your personal information
and contact details

5 The available appointment times will populate the screen.
Select the counsellor and language you prefer and select your preferred time

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What you should know about Online Scheduling

Are there any restrictions on who can book online appointments?

Yes. Individuals under the age of 16 will not be able to book appointments using the online scheduling tool and will be directed to contact the Care Access Center (+1-877-207-8833) to schedule an appointment.

Is the information I provide during the online booking secure?

Yes. The management of personal information is crucial for all TELUS Health services, and we are committed to protecting your privacy. TELUS Health collects and uses personal information to identify you, establish eligibility and to provide technology-enabled total health, wellbeing and human resources services such as pensions & benefits, employee assistance programs, and health management programs. This includes our websites and apps. We also use your information for our own purposes to analyze and improve our services and for communications. Please review the details of our Privacy Policy here.

There are no appointments available and/or I cannot find an appointment time that fits my needs - what should I do?

Please contact the Care Access Center (+1-877-207-8833) to schedule your appointment.

I need to cancel or reschedule the appointment I booked online - what should I do?

You can cancel an appointment by following the cancellation instructions in the booking confirmation email that you receive. You can also cancel or reschedule by calling or chatting with the Care Access Center via the TELUS Health One app or through one.telushealth.com.

Download the TELUS Health One app. Scan the QR code or search your device's app store for TELUS Health One.

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