



TELUS® Health Care Centres

Telus Health Care Centres (THCC) provides comprehensive, corporate healthcare services to large and small employers throughout Canada. Their portfolio of services range from employment screening to preventative health assessments to corporate travel support and executive health screening. Since the launch of this service, Telus Health Care Centres has managed the scheduling and delivery of these services using a proprietary clinical technology that is solely available to internal staff, including call center staff who schedule appointments on behalf of all corporate clients.

Telus Health Care Centres desired to move away from the manual process of scheduling through a call center, wanting to put the ability to reserve and confirm appointments in the control of their corporate clients. The current process had proven to result in a large number of no-shows and appointment reservations that don't result in any billable activity. They also wanted to streamline how employers were provided with test results, follow-up, and reminders. Telus Healthcare Centres approached Eceptionist in the fall of 2019 to implement a customer facing scheduling portal that could integrate with their in-house system leveraging both standard and custom APIs. Eceptionist was selected for its **off-the-shelf scheduling** solutions that are embedded with **sophisticated, customer engagement** tools along with its experience integrating with custom solutions. THCC recognized that minimal development would be



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required to create a portal that their customers could interact with to improve their service experience and overall satisfaction; this aligned with their need to launch quickly and shorten any unnecessary development time. Furthermore, THCC saw that Eceptionist could be easily configured to align with their existing corporate healthcare workflows or easily reconfigured to support additional and future workflows.

After a 3–4-month implementation, the THCC portal, powered by Eceptionist, was slated to pilot with a handful of prominent corporate clients in March 2020. The final product was a multi-lingual portal

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that allowed for corporate customers to reserve and schedule employee appointments in bulk, based on contracting agreements; to cancel unnecessary appointments and track if employees presented for appointments, view allowable results of those appointments and any required follow-up. The portal communicated bi-directionally and in real-time with THCC's clinical system.

The rise of a global pandemic in the same month of the intended portal launch did delay the project's rollout plan as employer hiring stalled along with THCC's appetite for launching a new service. It took over a year and longer than anyone expected, but the pilot did eventually launch to great fanfare and with much praise from THCC's corporate clients. Early feedback from THCC's clients is that the self-service portal is easy to use, and time saving for all involved.

