

Appleton, Natalie CITZ:EX

From: Brown, Stephen R HLTH:EX
Sent: February 25, 2021 2:26 PM
To: Dix, Adrian HLTH:EX
Cc: van Baarsen, Amanda HLTH:EX
Subject: FW: TELUS Information for Minister
Attachments: Info Bullets HLTH-TELUS Work (Feb 23-2021).docx

Hi Minister – you had asked for a quick update

From: Barclay, Corrie A HLTH:EX <Corrie.Barcly@gov.bc.ca>
Sent: February 24, 2021 12:46 PM
To: Brown, Stephen R HLTH:EX <Stephen.Brown@gov.bc.ca>; Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca>
Subject: TELUS Information for Minister

Hi Stephen,

Attached is a summary of the work we have done with TELUS in the last year and what they offered to support vaccine program.

Corrie

OVERVIEW OF HLTH/TELUS WORK

COVID-19 Vaccine Response Supports involving TELUS:

- Provincial Vaccine Call Centre – MOH is engaging TELUS to supplement ServiceBC with call centre services to assist citizens with registering for and booking their COVID-19 vaccinations.
- COVID-19 call centre support - Fraser Health, Interior Health and Northern Health have also engaged TELUS to supplement their regional call centre capabilities.
- Network Availability – TELUS is verifying and supporting the delivery of network services at HA-run COVID-19 immunization clinics.

Home Health Monitoring (HHM):

- In March 2020, added COVID-19 to home monitoring, to date 13,498 patients have been monitored for COVID-19 symptoms using HHM.
- Remote patient monitoring technology to monitor a patient's health and shares the information electronically with health care teams. Includes monitoring and tracking patients' vital signs or symptoms on a regular basis, remotely.
- Includes monitoring for chronic heart failure, chronic obstructive pulmonary disease (COPD), diabetes and hypertension related to stroke, multi-morbidity, chronic kidney disease, cancer, hospital at home and palliative care.
- As of February 9, 2021, 17,793 patients have been monitored using HHM.

Health Innovation Hub – South Okanagan-Similkameen (SOS):

- The first 'Hub' has been set up in the South Okanagan Similkameen area to interconnect primary care clinics using TELUS patient record systems with the Interior Health Authority's acute care system.
- Hub enables efficient digital transmission of information across health care providers for e-referrals and sharing patient records, admission/discharge notices, and other pertinent patient information.

Canada Health Infoway - PrescribIT:

- Overview:
 - Canada Health Infoway (CHI) retained TELUS to develop its electronic prescribing solution called PrescribIT.
 - MOH is currently engaged with CHI in a discovery process to determine the suitability of PrescribIT as one of two models for rolling out electronic prescribing.
 - MOH is targeting to introduce electronic prescribing in late fall 2021.

Telus offer to assist with covid-19 vaccine response – under consideration

- Mobile Clinic Vans – TELUS has 4 Mobile clinics that are currently being used. If required, we could re-purpose these Vans for Immunization purposes. Vans are located in Vancouver (x2), Surrey and Victoria.
- Make TELUS clinicians available - Physicians and nurses from our TELUS Health Care Centres (Copeman and Medisys) and virtual care platforms (Babylon & Akira) willing to participate in vaccination efforts outside of supporting existing patients.
- Mobile Device Management – TELUS is able to acquire and manage devices/tablets and Wifi Mobile Access Points (Smart Hubs) at immunization clinics.
- Make TELUS real estate available - Able to arrange for group access to TELUS-owned facilities (Offices, Central Offices, Warehouses) as well as facilitate arrangements with building owners for non-TELUS-owned locations (i.e., TELUS Garden, TELUS Burnaby (The Boot...) etc. if required.

- Leverage TELUS Ambassadors and team members as volunteers – TELUS could put a call out to current and retired employees - over 20k people in BC.
- Leverage government's rapid Antigen testing kits – TELUS understands government has some unused inventory of testing kits. TELUS team-members who are interfacing with public (i.e. Field Installation crews, retail store workers, TELUS Health clinic workers) could be made available to measure infection rate using these kits.
- Pilot self-testing kits – TELUS could solicit its employees to be part of a pilot group to test these new self-test approaches as they become available.

TELUS / Various Health Authorities' Initiatives:

- Communications as a Service (CaaS) – TELUS, PHSA + Fraser Health Authority:
 - Initiated in July 2018, CaaS involves the development and piloting of a subscription-model approach to digital IM/IT solutions within hospital settings.
 - Provides an inventory of the current state of communications within a hospital setting (technology, architecture, support teams, current spending, requirements, and security vulnerabilities) and develops solutions for improved communications.
- Private Provider Network (PPN) Master Services Agreement renewal – TELUS + PHSA

Prepared by:
Health Sector IMIT Division
February 23, 2021

Appleton, Natalie CITZ:EX

From: Juggy Sihota <Juggy.Sihota@TELUS.COM>
Sent: January 21, 2021 3:14 PM
To: Brown, Stephen R HLTH:EX
Subject: TELUS acquiring Canadian operations of Babylon Health

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Dear DM Brown

Thank you so much for all of your efforts to help us with the challenges with COVID-19. Grateful for your hard work and efforts here.

We are excited to share that TELUS has acquired the Canadian operations of Babylon Health. By enhancing the end-to-end patient experience, this acquisition will enable broader access to digital healthcare services for Canadians.

As you may be aware, TELUS and Babylon Health entered into a partnership in 2019 to bring innovative virtual care technology to Canada to supplement access to care for the millions of Canadians without a family doctor. Since Babylon by TELUS Health launched, we have provided thousands of Canadians with timely access to high-quality, patient-centric primary care services.

Through this acquisition, we are evolving our current partnership with Babylon Health to continue strengthening our virtual care offering and to further integrate our technology into provincial primary care ecosystems. Babylon by TELUS Health patients can continue to use both the app and virtual care services as they do today. Delivering high quality care and protecting personal health information is of paramount importance to us and we are committed to supporting both healthcare providers and patients through a seamless transition period.

We look forward to ongoing collaboration with your organization.

Thank you,

Juggy Sihota

Juggy Sihota
Vice President - Consumer Health
TELUS Health
Mobile: s.22