

June 2023

**Request detail:** *Records regarding the Telus Health platform that was covered under MSP, such as: Referral rate; Registration rate; Rate of recurring visits; How many complaints; Top 3 dissatisfaction reasons; Average time from first patient message to first offered appointment; Resolution rate; Total number of practitioners; Satisfaction rate; Utilization rate; Daily active user breakdown; Breakdown of reasons to consult; Number of interactions completed (follow-ups, etc.); Total number of cases initiated and the most common medical outcomes attributed to cases. (Date Range for Record Search: From 1/1/2020 To 6/4/2023) Replace any [named individual] with the individual's name.*

The Ministry of Health does not have information on registration, complaints or dissatisfaction reasons, wait times for appointments, resolution rates, or satisfaction rates. The ministry has information on diagnostic codes as reason for the patient visit, but no outcomes data. Data covers the January 1, 2020 to June 4, 2023 period. Note that there is a 90-day period from the date of service during which a provider can submit a claim to Medical Services Plan. This data may be incomplete for the 90-day period prior to June 4, 2023.

**Number of interactions completed (follow-ups, etc.)**

An interaction is defined as a patient-provider contact on a given service date, regardless of number of services delivered by the provider. There were 610,263 interactions over the period of interest.

**Referral rate**

Referrals are captured as claims for the no-charge referral fee item. These represent 0.24% of total claims.

**Rate of recurring visits**

58.4% of unique patients seen during the period of interest had more than one interaction.

88.0% of interactions were for patients who had more than one interaction.

**Total number of practitioners**

277 practitioners provided service under the Telus Health Solutions Inc. payee number during the period of interest.

## Daily active user breakdown

Proportion of total visits by age and gender* breakdown		
Age Range	Female	Male
<1	0.2%	0.3%
1-4	0.8%	0.9%
5-9	0.8%	0.8%
10-14	0.8%	0.6%
15-19	1.7%	0.6%
20-24	7.8%	2.5%
25-29	13.1%	5.4%
30-34	11.1%	6.2%
35-39	7.6%	5.3%
40-44	5.2%	3.8%
45-49	3.7%	2.7%
50-54	3.2%	2.2%
55-59	2.6%	1.7%
60-64	2.0%	1.4%
65-69	1.5%	1.1%
70-74	0.9%	0.7%
75-79	0.4%	0.3%
80-84	0.2%	0.1%
85-89	0.1%	0.0%
90+	0.0%	0.0%
Overall	63.5%	36.5%

\*Note: 104 patient interactions (<0.02% of total) were for patients whose gender was captured as “unknown.”

## Breakdown of reasons for consult

### Top 25 diagnostic codes for interactions:

ICD9	ICD9 Description	% of total
300	NEUROTIC DISORDERS	5.2%
V25	CONTRACEPTIVE MANAGEMENT	4.7%
311	DEPRESSIVE DISORDER, NOT ELSEWHERE CLASSIFIED	4.0%
780	GENERAL SYMPTOMS	3.8%
50B	ANXIETY/DEPRESSION	3.3%
401	ESSENTIAL HYPERTENSION	2.5%
314	HYPERKINETIC SYNDROME OF CHILDHOOD	2.3%
493	ASTHMA	2.3%
599	OTHER DISORDERS OF URETHRA AND URINARY TRACT	2.1%
706	DISEASES OF SEBACEOUS GLANDS	2.0%
719	OTHER AND UNSPECIFIED DISORDER OF JOINT	1.8%
530	DISEASES OF OESOPHAGUS	1.8%
692	CONTACT DERMATITIS AND OTHER ECZEMA	1.8%
244	ACQUIRED HYPOTHYROIDISM	1.8%
786	SYMPTOMS INVOLVING RESPIRATORY SYSTEM AND OTHER CHEST SYMPTOMS	1.6%
724	OTHER AND UNSPECIFIED DISORDERS OF BACK	1.5%
54	HERPES SIMPLEX	1.5%
709	OTHER DISORDERS OF SKIN AND SUBCUTANEOUS TISSUE	1.4%
782	SYMPTOMS INVOLVING SKIN AND OTHER INTEGUMENTARY TISSUE	1.3%
280	IRON DEFICIENCY ANAEMIAS	1.1%
250	DIABETES MELLITUS	1.1%
789	OTHER SYMPTOMS INVOLVING ABDOMEN AND PELVIS	1.1%
626	DISORDERS OF MENSTRUATION AND OTHER ABNORMAL BLEEDING FROM FEMALE GENITA	1.1%
272	DISORDERS OF LIPOID METABOLISM	1.1%
704	DISEASES OF HAIR AND HAIR FOLLICLES	1.0%

The top 25 diagnosis codes account for 53.2% of all interactions.

**From:** [HLTH Patient and Client Relations HLTH:EX](#)  
**To:** s.22  
**Subject:** Ministry of Health Response - 1246585  
**Date:** January 10, 2023 9:13:55 AM

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1246585

s.22

Dear <sup>s.22</sup> :

Thank you for your email of December 1, 2022, regarding your x-ray requisition and care experience. I am responding on behalf of the Honourable Adrian Dix, Minister of Health. I apologize for the delay in communication.

I appreciate the time you have taken to share your experience. I can understand your frustration on the matter and recognize this experience has been a difficult one.

It may interest you to know, the Ministry of Health (the Ministry) is the government agency responsible for administering provincial health insurance and public health programs. The Ministry does not have the authority to initiate or intervene in the investigation or resolution of complaints about the conduct of physicians and has no role in regulating their operations as independent business people.

Physicians in BC are regulated by the College of Physicians and Surgeons of BC (the College) under the authority of the Health Professions Act (the Act). The College oversees the practice of physicians in the public interest and is responsible for governing its registrants in accordance with the Act, the profession's regulation, and the College's bylaws. The responsibilities of the College include establishing, monitoring and enforcing standards of practice for the profession, registration, and having a process in place for responding appropriately to complaints from the public about the conduct of individual practitioners. Should you wish to file a complaint about a specific physician regarding a care experience or bill discrepancy, the College has information about how to do so on their website: <https://www.cpsbc.ca/public/complaints>

Their contact information is:

College of Physicians and Surgeons of British Columbia

300-669 Howe Street

Vancouver BC V6C 0B4

Telephone: 604 733-7758

Toll Free: 1 800 461-3008

If you would like to make a complaint regarding the quality of care that you have received from a health authority, you may wish to contact the Patient Care Quality Office (PCQO) for Northern Health Authority. Each health authority has a PCQO that works with patients to address care quality concerns. The PCQO will be able to review the matter and provide you with a response to your complaint, as well as information on any decisions or actions taken as a result. You may contact the Northern Health Authority PCQO by phone or email here: 1 877 677-7715 or [patientcarequalityoffice@northernhealth.ca](mailto:patientcarequalityoffice@northernhealth.ca).

I understand this is may not be the response you were looking for, but I hope this clarifies our position. I appreciate the opportunity to respond.

Sincerely,

Thomas Guerrero

Executive Director

***Improvement through every concern.***

Patient and Client Relations

Corporate Issues and Client Relations

Ministry of Health

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**From:** s.22

**Sent:** December 1, 2022 8:51 PM

**To:** Dix.MLA, Adrian <[Adrian.Dix.MLA@leg.bc.ca](mailto:Adrian.Dix.MLA@leg.bc.ca)>

**Subject:** Telus health

I had a phone appointment through the Telus health option. I needed an xray on my ankle so called in and got a phone appointment. I talked to the Doctor who was not in my health district ( I'm in Northern health) he emailed me a xray order but it was under Frazer health so I had no idea where to go. I called the number from where he called me from and talked to them and explained that I was in Northern health and she said they were in Coquitlam. She said that I needed to go to the hospital in my city.

When I got to the xray department at my hospital the xray tech couldn't do the xray because the form wasn't signed and there was no order number on it. I called the doctors office back to ask if it could be completed and explained what was missing. She said that it would probably be better if I just went to a walk in clinic because it was a slim to none chance that it would be completed.

Then a couple weeks later I was on my BC service app and saw that BC medical was billed by that doctor for this ridiculous run around that never ended up helping me at all. Seems to me that he shouldn't be paid for something that was not done.

The doctors name in the app is s.22 from s.22

Thank you in advance for your attention to this matter.

Warmest regards

s.22

Sent from my Galaxy

**From:** [Dix, MLA, Adrian LASS:EX](#)  
**To:** [Minister, HLTH HLTH:EX](#)  
**Subject:** 1246585 s.22 Incoming - FW: Telus health  
**Date:** December 2, 2022 11:00:54 AM

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HLTH MO to HSWBS as Assign - jp

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**From:** s.22  
**Sent:** December 1, 2022 8:51 PM  
**To:** Dix, MLA, Adrian <[Adrian.Dix.MLA@leg.bc.ca](mailto:Adrian.Dix.MLA@leg.bc.ca)>  
**Subject:** Telus health

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s.22

Sent from my Galaxy

**From:** [MSP Payment Schedule HLTH:EX](#)  
**To:** s.22  
**Subject:** 1247799 - Ministry of Health Response  
**Date:** March 8, 2023 12:16:00 PM

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1247799

s.22

Dear s.22 :

Thank you for your email of December 24, 2022, regarding your concerns with Telus Health's management of their electronic medical records. I appreciate that you took the time to write. The Ministry of Health is the government agency responsible for administering provincial health insurance and public health programs. The original files and documents that contain a patient's medical information are considered the physical property of the physician who compiles, maintains and stores those files.

The College of Physicians and Surgeons of BC (the College) is responsible for the policies surrounding medical records. You may contact the College directly to discuss your concerns of medical records at:

Dr. Heidi Oetter, Registrar  
College of Physicians and Surgeons of British Columbia  
300-669 Howe Street  
Vancouver BC V6C 0B4

Telephone: 604 733-7758  
Toll Free: 1 800 461-3008

Sincerely,

Elanna Eagle  
A/Director  
Compensation Policy and Programs Branch  
Health Sector Workforce and Beneficiary Services Division

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**From:** s.22  
**To:** [Minister, HLTH HLTH:EX](#)  
**Subject:** Telus Health, health care records sabotage  
**Date:** December 24, 2022 3:03:47 PM

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HLTH MO to HSIAR – ss – Assign; Xref written previously-unrelated

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Hi Honorable Minister,

I know that Telus Health has been in the news recently for sabotaging access to doctors.

This email is not about that. It's also not personal.

s.22

s.22

Best Regards,  
s.22

Sent from [Mail](#) for Windows

**From:** MSP Payment Schedule HLTH:EX  
**To:** s.22  
**Subject:** 1254178 - Ministry of Health Response  
**Date:** April 13, 2023 1:43:00 PM

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1254178

s.22

Dear<sup>s.22</sup> :

Thank you for your email of March 6, 2023, regarding your complaint about a physician. I appreciate that you took the time to write.

The Ministry of Health (the Ministry) is responsible for administering provincial health insurance and public health programs. The Ministry's authority over physician's and their clinics is limited in provincial legislation. Physician clinics are private businesses operated by physicians, and as such, the Ministry's authority over physician clinics is limited in provincial legislation and it has no role in regulating their operations. While I can appreciate your frustration, I must explain that the Ministry has no role in controlling the number, locations, hours or the operations of physician clinics.

Medically required services which are a benefit of the Medical Service Plan (MSP) under the Medicare Protection Act may be billed by any physician enrolled with MSP, including those employed by Telus Health. Issues concerning the quality of care provided by physicians are the jurisdiction of the College of Physicians and Surgeons of British Columbia (the College).

Under the *Health Professions Act*, the College is responsible for the licensure and professional conduct of physicians, as well as for handling complaints about quality and standards for medical care in the province. If you feel it is warranted, you may contact the College through their website at: <https://www.cpsbc.ca/>, or by way of the following:

Dr. Heidi Oetter, Registrar  
College of Physicians and Surgeons of British Columbia  
300-669 Howe Street  
Vancouver BC V6C 0B4

Telephone: 604 733-7758  
Toll Free: 1 800 461-3008  
Facsimile: 604 733-3503

Thank you for taking the time to express your concerns.

Sincerely,

Elanna Eagle  
Director  
Compensation and Policy and Programs Branch  
Health Sector Workforce and Beneficiary Services Division

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**From:** s.22  
**To:** [Health, HLTH HLTH:EX](#)  
**Subject:** 1254178 s.22 Incoming - Complaint about Health Service Provider  
**Date:** March 6, 2023 1:57:08 PM

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HLTH MO to HSWBS as Assign - jp

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Hi,

I have been facing issues with Telus Health, in the last two months I had 5 online appointments with doctors and one in person using Telus Health service.

Since the first appointment I have been telling the doctors about a noise in my right ear and the feeling of a pressure in the same ear, along with other symptoms.

They focused on the other symptoms, now after 2 months I still have not had a chance to see one specialist, and the best they could do to accommodate my requests is to book my first in person appointment to check my ear for March 31st.

To Summarize, I will only have a chance to have my ear checked after 3 months of complaining, and it is not one specialist yet. Now the noise in my ear is significantly louder, and I lost most of my hearing in that ear. I also tried different ways, like trying one appointment in my area's clinic, no availability. If I go to a hospital they tell me they can do nothing because it is not an emergency.

I also called Telus Health to file a complaint, the attendant gave me one email address to file a complaint, I sent them one email a few days ago and did not receive any response, meanwhile, time is running out and I feel the noise in my ear getting louder every day.

My understanding is that Telus Health, along with other Clinics, are paid with the expensive taxes I have been paying for years, it is not for free, correct?

If I had the option to pay for a private health care provider instead of paying expensive taxes for the province, I would certainly sue the company now for having to wait for 3 months to have my ear checked for the first time.

As I do not have that option and taxes are mandatory, how can I file a formal complaint? To whom can I turn?

Thanks for your time.

