

Discover our new virtual health care service

We are pleased to offer **free** unlimited access to virtual health care, **24/7**. With EQ Care services, our health insurance clients will be able to take care of their medical needs, no matter the circumstances.

 Care

What services does EQ Care offer?



Consultations with doctors and medical follow-ups



Transmission of prescriptions to the pharmacy and home delivery of medication



Prescription of medical tests and examinations and follow-up of results



Personalized treatment plans



Referrals to other specialists

Services are available in English and in French.

Advantages of virtual health care

Safe, confidential, and easy to use, this service allows you to access health care whenever you need it.

- ✔ Consult a doctor in the comfort of your home
- ✔ Avoid wait times at the clinic
- ✔ Get quick appointments with doctors
- ✔ Access your medical file online at all times



EQ Care expertise

EQ Care is a Canadian company with **over 30 years of experience** in the health care field, supported by a large **network of health professionals** to assist its clients across Canada.

How does it work?

Accessible from a computer or mobile device, registration is done in a few simple steps.



Visit the online portal ontariobluecross.eqcare.com

Enter your group number 9255 and the 8-character certificate number*.

** The certificate number indicated on the EQ Care platform corresponds to your health insurance contract number.*



Create an account

Only the insured will have access to the virtual health care service with an individual-type contract.

The insured and his family will have access to the virtual health care service with a family-type contract. The primary insured must create the account.



Request a consultation

Describe your symptoms to the EQ Care team and get an appointment with a doctor.

You can also download the EQ Care app from the App Store or Google Play.



Who can benefit?

The virtual health care service is offered free of charge to clients with one of the following benefits*:

- ✔ Health care (Extended Health Care, Hospitalization, and Prescription Drugs)
- ✔ Disability (Disability Insurance, Mortgage Disability and Monthly Indemnity)

**Certain conditions apply.*



To access the virtual health care service

Contact your advisor or call our customer service at **1-877-904-0514**

To learn more

Visit the on.bluecross.ca/virtual-health-care

To get help on the EQ Care platform

Call **1-855-449-4994**
or write to support@eqcare.com