

Overview of your covered services

# Telemedicine



## Overview

Speak with a Canadian-licensed general practitioner by pressing **Book a Consultation**. Enter your symptoms and connect in minutes with a general practitioner via secure messaging, audio or video chat. Receive medical advice, prescriptions and more.

## How to register

1. Scan the QR code below or go to [app.greenshieldplus.ca](https://app.greenshieldplus.ca).
2. Follow the instructions.

Having trouble? Find help in our support centre at [greenshieldplus.zendesk.com](https://greenshieldplus.zendesk.com).

If you have an iOS or Android device, you can download the GreenShield+ application. GreenShield+ is available via any modern web browser.

## Want to add your family members to Telemedicine?

Visit the patient profiles tab, and create a profile for your eligible dependent. You will be able to share coverage with your dependents and seek care on their behalf.

## Need support?

Speak with the customer care team via email at [support@greenshield.ca](mailto:support@greenshield.ca), or call 1-833-707-4747 for general questions or crisis support.



Log into your GreenShield+ account to access all your services.

[greenshield.ca](https://greenshield.ca)  
Organization Code:



# Telemedicine

- Direct access to four general practitioner visits each year, for you and your eligible dependents
- Chat with general practitioners online, available 24/7/365
- Connect via your phone, tablet or computer, with care available 24/7/365
- Seek care for common infections, skin issues, cough/cold/flu symptoms, headaches and more
- Receive medical advice, digital prescriptions, lab requisitions, diagnostic imaging requests and specialist referrals at the discretion of the provider

## Accessing care is as easy as 1-2-3

1

Press **Book a Consultation** and enter your symptoms

9:41

Book a Consultation  
Step 3 of 4

Details

**Details of Visit**

Each request is carefully reviewed by our general practitioners. Be sure to include as much information as you can. The GP will determine if your concern can be treated virtually, and if not, you will be notified to seek care in person.

What are your symptoms? \*  
Choose at least one option.

- cough / cold / flu
- chest pain / shortness of breath
- vomiting / diarrhea / constipation
- sexual health issues
- allergies / allergic reaction
- minor injury / joint pain
- fever
- ear / eye / throat / urinary infection
- skin problem


Back Next

2

Connect with a general practitioner

9:41

Your consultation with Dr. Michael Carlson will begin shortly.

  
Dr. Michael Carlson

Location  
Ontario

Specialties  
Family Medicine

Education  
University of Toronto

Experience  
16 years

Bio  
Dr. Michael Carlson is a family and emergency physician with more than 15 years of experience practicing primary care and hospital based medicine. He received his Doctor of Medicine from the University of Toronto and is now a lecturer at the Faculty of Medicine.

3

Receive advice, prescriptions and more

9:41

Dr. Michael Carlson

Learn more about your plan [View](#)

Dr. Michael Carlson 12:36 PM

Thank you for adding context. Are you available to video-chat to discuss further?

You 12:36 PM

Sure!

Delivered

Diagnosis  
Asthma

Prescription for Sarah Matthews  
**Albuterol (Ventolin)**  
4 puffs, every 4 to 6 hours as needed

You accepted this prescription

Type a message...

Send



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