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VIRTUAL HEALTH CARE SERVICES REFERENDUM

Vote Online:
October 25 - 28
uosu-seuo.simplyvoting.com

1. WHY VIRTUAL HEALTH CARE?

Having easy access to medical professionals is vital for the well-being of students, but in-person health services within and around the University of Ottawa can often be limited and inconvenient for UOSU members due to financial, administrative, and other barriers. The cost to see a doctor in a clinic in Ottawa can range from approximately $60 to over $120 for a single visit. With Virtual Health Care (provided by Dialogue), however, health care is always just a tap away no matter where students are, and they never have to wait in line at a clinic.

2. WHY A REFERENDUM?

UOSU Health Plan members have had access to Virtual Health Care since September 2020. Now the UOSU is holding a referendum to determine if students support changing it to a standalone service as of January 2023, meaning it would be available to all UOSU members regardless of Plan coverage status.

3. WHAT DOES VIRTUAL HEALTH CARE INCLUDE?

Virtual Health Care allows students to consult doctors and nurses via a mobile app or on the web from anywhere in Canada.

The service evaluates and treats only health issues that can be assessed via telemedicine, when a physical exam isn’t required. Around 70% of typical walk-in clinic cases can be treated virtually.

The following features are included:

- Fast access to medical professionals via chat, video, or phone
- Video consultations with licensed doctors and nurses
- Follow-up from the Dialogue team or referral to specialists
- Prescription delivery to your pharmacy

Find out more about what the current Virtual Health Care service offers at www.studentcare.ca/rte/en/1HaveAPlan_Ottawa_Dialogue.
4. WHAT CAN I CONSULT THE SERVICE FOR?

- **Certain conditions**: nasal congestion, sore throat, cough, fever, vomiting, diarrhea, minor aches and pains, headaches, migraines, allergies

- **Dermatology conditions**: skin rashes, hives, or abrasions

- **Minor emergencies**: urinary tract infection, conjunctivitis, or sinusitis

- **Advice regarding minor injuries**: cuts, bites, muscular or joint pains

- **Sexual health**: sexually transmitted infection (STI) information and screening

Virtual Health Care specialists can also help you find the best resource when it comes to mental health needs (1 initial session to provide immediate coaching and support to find the right resource).

5. HOW MUCH WOULD IT COST?

**Semestrial fee**: A fee of $13 plus tax per semester per student would be charged in the Fall, Spring, and Summer semesters.

The Virtual Health Care fee would be automatically charged with tuition and other fees.

6. COULD I OPT OUT?

Yes, the fee for Virtual Health Care would be designed to allow students to opt out during a Change-of-Coverage Period at the beginning of the school year and receive a full refund (in a process similar to what’s currently in place for the UOSU Health & Dental Plan).

7. WHERE AND WHEN CAN I VOTE?

Students can [vote online at https://uosu-seuo.simplyvoting.com/] between October 25 - 28.