

**FORWARDED ON BEHALF
OF
SILVER COMMAND
(INSPECTOR ANDREW CHAN AND INSPECTOR IAN UPTON)**

VPD Medical Help Line



Effective immediately, TELUS Health is offering a **Medical Help Line for all VPD sworn and civilian staff, as well as their immediate family members.**

This service allows you to **quickly connect with a Medical Doctor** to help answer questions related to the following:

- 1. Possible exposure to COVID-19 as part of your regular police duties (Operational).**
- 2. Possible exposure to COVID-19 in situations unrelated to police duties (Non-operational).**
- 3. General medical questions.**

If you have an urgent medical question (and you do not have a Family Physician or are unable to access your usual Family Physician), please **use the link below**. You will then be asked to complete an Online Form.

It is important to fully complete the Online Form. Failure to provide the requested information may cause delays and prevent rapid and accurate assessments.

You will be **contacted by phone by a Healthcare Professional** who will ask you some additional questions (e.g. regarding demographics and to screen for COVID-19 exposure risk).

Next, the Healthcare Professional will either address your concern or forward your information to the next available Medical Doctor.

The Doctor will call you and **complete an assessment over the phone and make recommendations.**

If you have a Family Doctor, we can send a copy of your medical encounter to them, in order to provide continuity of care.

Please copy the link below into your browser to access the intake form:

<https://info.copemanhealthcare.com/telus-medical-help-line>



Tyrone Sideroff | Sergeant 2368
Support Services Division
Vancouver Police Department
604.717.9183 | tyrone.sideroff@vpd.ca

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