



# Total Wellbeing Assessment frequently asked questions.

**We're here to answer your questions and support your total wellbeing journey.**

## What is the Total Wellbeing Assessment?

The easy-to-use Total Wellbeing Assessment helps you understand your strengths and improvement opportunities in all 4 pillars of total wellbeing. The 4 pillars are mental, physical, social and financial.

## How does it work?

1. Understand your current state of health across all 4 pillars of Total Wellbeing with quick health assessment questionnaires that take only a couple of minutes to complete each. Get immediate feedback on your level of risk and see "What you are doing well," "Areas for improvement" and "Suggested resources."
2. Improve your health with personalized wellbeing content, tips and snackable content based on the results of your assessment - whether you're thinking about setting new health goals like quitting smoking, improving your diet, or wanting to incorporate more physical activity in your daily routine.
3. View your total health score. After completing the questionnaires, you are given a total health score between 0 and 100. The higher the score, the more optimal your current health.
4. Make improvements based on personalized wellbeing content and retake assessments at any time for an updated score.

## I want to get started, how do I access the Total Wellbeing Assessment?

- **Web app:** Log in to the platform, click “Wellbeing” in the top-line menu and select “Assessments.”
- **Mobile app:** Log in to the app, tap “Wellbeing” from the bottom menu, then “Assessments.”

## Do I have to complete all 4 questionnaires at one time?

You do not have to complete all questionnaires at the same time. You can also start a questionnaire and finish it later. Each questionnaire typically takes under 5 minutes to complete.

## Is our data and privacy safe?

At TELUS Health, we are committed to protecting the confidentiality, security and accuracy of the personal information we receive about your organization and individual employees. The management of personal information is fundamental to our services and our [Privacy Policy](#) explains our approach to honoring this commitment.

