

# Lumino Health Virtual Care

*powered by Dialogue*

## Frequently Asked Questions (FAQ)

### About the service

#### Q. What is Lumino Health Virtual Care?

A. Lumino Health Virtual Care is a virtual care service powered by Dialogue, Canada's leading telemedicine provider.

#### Q. What is the scope of practice during 24/7 coverage?

A. Many general health concerns can be addressed at any time, 24/7. But appointments specific to healthcare navigation (such as scheduling appointments), specialist referrals, or in-depth mental health concerns are best served during regular business hours.

#### Q: Do you share my information outside of Dialogue?

A. Your personal health data belongs to you. Only you have the power to request that your personal file be shared outside of your Care Team. This includes sharing information with your family doctor. If you'd like your information sent to your family doctor, you'd need to contact Dialogue. Dialogue won't share any confidential information with your employer. Dialogue doesn't share any personal information with your employer or Sun Life. Only unidentifiable data such as: % of registrations, total number of visits per month, etc. is shared.

#### Q. How long does it take to get a response from Lumino Health Virtual Care?

A. You'll get a response immediately through a brief triage questionnaire. This determines the appropriate resource for your specific health concern. Typically, it takes about 2 to 3 minutes to complete your intake questionnaire. You'll then be connected to the Dialogue Care Team.

#### Q. Can I go directly to a doctor? Can I choose the type of health professional I want to see?

A. You need to go through the intake-triage process first. You can choose whether you'd like to be triaged through the artificial intelligence system or through a nurse. This process helps assess your symptoms and orients you to the right resource, whether that's a doctor, nurse, or other health professional.

#### Q. Can I request a specific doctor or health professional?

A. Yes, you can request a specific health professional for follow-ups, although your waiting times may be longer depending on their availability. If that health professional is not available within the timeframe in which you need to consult, your new practitioner will have access to your medical file and will be up to date with the information you've shared in the past.

#### Q. Are there time limits on the calls?

A. Triage phone and video calls with nurses have no set time limit. But appointments with nurse practitioners and doctors are scheduled and therefore limited in time (based on the professional and the reason for consultation). For chronic health conditions, you should seek the treatment of your family doctor.



**Q. Is there a limit to the number of consultations I can have?**

**A.** There is no limit to the number of consultations. However, in its terms of use, Dialogue reserves the right to terminate an account for any reason without notice.

**Q. What is the process for lab results? Who contacts the lab? Does the lab return the results directly?**

**A.** You'll receive a lab requisition from our health professionals. Once you complete the lab appointment, the Dialogue Care Team will receive the results by mail/fax directly. They'll then review them and advise you of the results by our app, or by voice or video call.

**Q. Will the Dialogue practitioner be able to see history notes on previous appointments?**

**A.** Yes. When you create an account, you are creating your own medical record with Dialogue. The notes from any previous calls are available to the Dialogue practitioner

**Q. Will specialists accept referrals from Lumino Health Virtual Care?**

**A.** Yes. The Dialogue Care Team's practitioners maintain the licenses and credentials needed to issue prescriptions and make referrals in all provinces, at no cost to you.

**Q. What are the expectations around setting up appointments following specialist referrals between doctor, specialist, and patient?**

**A.** For specialist referrals, you'll get a referral letter. The Dialogue Care Team will usually provide you with the letter and contact information to call the specialist directly. If the specialist's office tells you that they prefer to deal directly with the Dialogue Care Team, one of our care coordinators will send the letter to the specialist and manage the reply. They will then work with you to arrange an appointment date and time, as well as any required preparation.

## Dependents

**Q. Can my spouse add family (such as shared children dependents) to the account, or can only I add dependents?**

**A.** Any member can add family members. This includes your spouse adding a child to their profile.

**Q. Does my child (ages 13 and under) need to be present at a consult about them?**

**A.** Yes, all pediatric consultations need to take place by video with your child present to ensure a complete evaluation. The consultation must also be done by a legal guardian who has access to Lumino Health Virtual Care.

**Q. Is the triage process different for children?**

**A.** For children, the triage process is different and much shorter. You'll see a "yes or no" option to tell us if the child has symptoms. If you choose "yes", you're provided with a quick checklist of symptoms. If you check "yes" to any of those symptoms, it gets sent to a nurse right away.

**Q. If a child age 14 or older uses Lumino Health Virtual Care, and the medical team thinks they're in danger (mental health concerns for example), will I be notified as the parent?**

**A.** For children 14 and older, the Dialogue Care Team deals directly with the child. However, if the Dialogue Care Team feels the child is in danger, they follow the law in the child's province of residence. If they're allowed to do so, they notify the parents. If they aren't allowed, they need to ask for consent from the child. However, if a parent or legal guardian is the minor's emergency contact of choice, we'll ask for this consent in those specific situations.

## Prescriptions

### **Q. Can you prescribe for attention deficit hyperactivity disorder (ADHD)?**

**A.** Dialogue doesn't prescribe ADHD medications. However, the Dialogue Care Team can help you find nearby resources (such as specialized clinics or neuropsychologists) who can evaluate and prescribe for ADHD.

### **Q. Are there any medications that I cannot get a prescription for?**

**A.** The Dialogue Care Team doesn't prescribe opioids, cannabis, any neurostimulant medication (such as medication for ADHD), or benzodiazepines. They also can't prescribe medication that requires close follow-up or an in-person examination for monitoring (such as immunosuppressant drugs for Crohn's Disease)

### **Q. Are prescriptions written by the Dialogue Care Team posted on provincial systems (such as NetCare in Alberta and DSQ in Quebec)?**

**A.** Yes, prescriptions are treated the same as any other prescriptions. Pharmacists filling the prescriptions are responsible for adding information about the prescriptions into provincial databases.

## Your family doctor

### **Q. If I signed something with my doctor not to go to clinics, does this impact my ability to use Lumino Health Virtual Care?**

**A.** If your agreement with your doctor explicitly says you can't attend virtual care clinics, then you need to discuss using Lumino Health Virtual Care with your doctor. However, if your agreement with your doctor limits visits to in-person walk-in clinics, then it shouldn't affect you using Lumino Health Virtual Care. We suggest that you discuss any service agreements you have with your doctor with them.

### **Q. Can my health information be shared with my family doctor?**

**A.** Yes, your health information can be shared with your family doctor, but only if you give explicit consent. There's no cost to you for this sharing of information. Likewise, you can also give consent for any outside health care provider to share your information with Dialogue's Care Team.

## General information

### **Q. Can I change my login email address?**

**A.** Yes – just visit the Account section within the app and click on the email address field to update your login email.

### **Q. How can I get help if I have any questions?**

**A.** You can confirm your coverage details or ask questions about your Sun Life plan by calling 1-800-361-6212 Monday to Friday, 8:00 a.m. to 8:00 p.m. ET. You can also chat on [mysunlife.ca](https://mysunlife.ca). For all other concerns, you should contact Lumino Health Virtual Care directly online or through the app.

## Medical Regulations

### **Q. Can I use Lumino Health Virtual Care while travelling outside of Canada, rather than a local doctor?**

**A.** Medical regulations prevent Lumino Health Virtual Care practitioners from providing medical services if you are physically located outside of Canada. However, Dialogue's Care Team can provide healthcare navigation, to help you find local health resources, clinics or hospitals.

**Q. Can I use Lumino Health Virtual Care while travelling inside of Canada?**

**A.** Absolutely. If you are travelling within Canada, you can be assessed and treated anywhere in the country – including getting a prescription for medication.

**Q. What qualifications/credentials do Dialogue’s doctors/nurses hold? And how do you screen candidates?**

**A.** Dialogue carefully selects our doctors, nurse practitioners and nurses to assure that they can provide our Clients and patients with the highest quality care. They have, on average, 10 years of experience in their field, and some have additional interests in areas such as mental health and oncology.

All our health-care professionals hold licenses to practice in one or more Canadian jurisdictions. This means that they have appropriate training – and maintain their expertise by meeting or exceeding the prescribed minimum number of continuing education hours. Our professionals also have current malpractice protection.

When hiring, Dialogue has a rigorous multi-step selection process that screens not only for education and training, but also for a patient-centred approach, dedication to evidence-based practice and interest in innovation. Each candidate goes through an in-depth face-to-face interview, an appointment simulation exercise, and reference checks. In addition, each care team member receives personalized training and Dialogue continuing medical education.

**Q. Can the Dialogue Care Team’s practitioners access provincial health systems?**

**A.** The Dialogue Care Team’s practitioners, as licensed provincial practitioners, have the same access to provincial systems as any walk-in practitioner would.

**Q. Will Sun Life or my employer be able to see my medical information?**

**A.** No. Neither Sun Life nor your employer have access to any medical information you provide to Dialogue or discuss with them during the visit. This medical information is confidential. Only you and Dialogue will have access to your medical information.

**Questions? We’re here to help.**

To find out if you have access to Lumino Health Virtual Care, or for any other questions, please call us at 1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m. ET.

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