



# Frequently asked questions (FAQ)

September 2024

## Lumino Health Virtual Care, provided by Dialogue

### Overview

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

Lumino Health Virtual Care is a virtual care service provided by Dialogue, Canada's leading telemedicine provider. It quickly assesses and treats physical medical issues and supports mental health concerns. You'll get virtual access to a team of Dialogue's in-house health-care professionals that can meet your needs. This could include doctors, nurses, nurse practitioners, mental health specialists, and more. Read more about Lumino Health Virtual Care in this [brochure](#).

#### 2. How can this service help me?

The following services are available. You can:

- schedule a same-day or next-day appointment with the Care Team.
- renew a prescription or obtain a refill.
- access health and wellness resources.
- get specialist referrals and lab requests.
- connect with a Mental Health Specialist (MHS)

Using virtual care, 70-80% of medical issues can be treated quickly.

For mental health support, you'll participate in one consultation with a Mental Health Specialist. Following the evaluation, if you need further support, the Mental Health Specialist will refer you to external resources. Using their rich database of health and well-being providers, the Mental Health Specialist will help you find clinics, specialists, and community resources.

### Access and experience

#### 3. How do I access Lumino Health Virtual Care?

You can access the service via mobile and web. Go to [luminovc.dialogue.co](https://luminovc.dialogue.co) or download the Lumino Health Virtual Care app for [iPhone](#) and [Android](#).

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

Dialogue can address many general health concerns at any time, 24/7. But some concerns are best served during regular business hours. This includes:

- appointments specific to healthcare navigation (such as scheduling appointments)
- specialist referrals
- in-depth mental health concerns

#### 5. Is my information shared outside of Dialogue?

No. Your personal health data belongs to you. Only you have the power to request that Dialogue share your personal file outside of their health-care professionals. This includes sharing information with your family doctor. If you'd like your information sent to your family doctor, you need to contact Dialogue to give explicit consent. There's no cost to you for this sharing of information. Likewise, you can also give consent for any outside health-



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care provider to share your information with Dialogue's Care Team. Neither Sun Life nor your employer have access to any medical information you provide to Dialogue. This medical information is confidential. Only you and Dialogue will have access to your medical information. Dialogue only shares unidentifiable data such as:

- percentage of registrations
- total number of visits per month, etc.

6. How long does it take to get a response?

You'll get a response immediately through a brief triage questionnaire. This determines the appropriate resource for your specific concern. Typically, it takes about two to three minutes to complete your intake questionnaire. Then the service will connect you to the appropriate Dialogue health-care professional.

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

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

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

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

9. How does Dialogue's intake process react to situations requiring immediate care?

Dialogue uses a "smart questionnaire" for initial intake questions. However, a Mental Health Specialist (live agent) performs the triage. The intake process includes questions to determine:

- if you're in immediate danger.
- if you're in any danger of hurting yourself or others.
- the area you need help with.
- whether there's other input required before connecting with a Mental Health Specialist, who will start the triage. If the MHS determines you require immediate and acute support, they'll complete an emergency protocol and redirect you to emergency services.

10. Will specialists accept referrals from Lumino Health Virtual Care?

Yes. Dialogue's health-care professionals maintain the licenses and credentials needed to issue prescriptions and make referrals in all provinces. You will not have a cost for this service.

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

For specialist referrals, Dialogue will show you a list of specialists in your area along with their contact information. You'll arrange the date and time of the appointment and be responsible for any required preparation. A case manager can provide assistance if required.

12. Do my dependents have access to this service?



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Yes. You and your eligible dependents get personalized care, anytime, anywhere, and at your convenience! Your eligible dependents aged 14+ will register with their own email address. Simply add them to your profile once you create your account and send them an email invite.

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

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

14. Does my child (less than age 14) need to be present at a consult about them?

Yes, all pediatric consultations need to take place by video with your child present. This will ensure the health-care professional can complete a full evaluation. A legal guardian who has access to Lumino Health Virtual Care must also be present during the consultation.

15. Is the triage process different for children?

For children (age 13 and under), the triage process is different and much shorter. You'll see a "yes" or "no" option to advise if the child has symptoms. If you choose "yes", you'll see a checklist of symptoms. If you check "yes" to any of those symptoms, the service will connect you to a nurse right away.

16. 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?

For children 14 and older, the Dialogue professional deals directly with the child. If they feel the child is in danger, they follow the law in the child's province of residence. If allowed under law, they will notify the parents. If it isn't allowed, they need to ask for consent from the child.

### Diversity, equity, and inclusion

17. Can I request a practitioner based on religious, cultural, or other reasons?

Dialogue can't guarantee this. But they'll always try their best when matching you with a practitioner. Dialogue will attempt to accommodate language preferences. They guarantee service in English and French. The entire MHS team is trained on 2SLGBTQIA, gender, and other diversity matters. If MHS doesn't feel they have the expertise, they can refer you to a practitioner with more experience in a particular area.

### Prescriptions

18. Are there any medications that I cannot get a prescription for?

Dialogue professionals can't prescribe:

- benzodiazepines
- testosterone
- opioids/narcotics
- stimulants for ADHD
- cannabis
- medication that requires close follow-up or an in-person examination for monitoring. An example is an immunosuppressant drug for Crohn's Disease.



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## Your family doctor

19. I signed something with my doctor about not using clinics. Does this impact my ability to use Lumino Health Virtual Care?

- If your agreement explicitly says you can't attend virtual care clinics:
  - you need to discuss using Lumino Health Virtual Care with your doctor.
- If your agreement limits visits to in-person walk-in clinics:
  - 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. Dialogue does not notify your family doctor when you use Lumino Health Virtual Care.

## Accessibility/Accessibility for Ontarians with Disabilities Act (AODA)

20. Is Dialogue AODA compliant?

Yes. Dialogue is AODA compliant. Here's a link to their site stating this publicly [dialogue.co/en/aoda](https://dialogue.co/en/aoda).

21. How will the intake process work for someone whose visually impaired?

All Dialogue websites and web content conform with Level AA of the WCAG 2.0 (Web Content Accessibility Guidelines). This is as of January 1, 2021, as required by the AODA's Information and Communications Standard. Someone who is visually impaired can go through the entire intake process through Dialogue's web app. They can use their screen reader as usual within their web browser.

## General information

22. Can I change my login email address?

Yes. Visit the "Account" section, click on "Profile" and you can update your login email.

## Medical regulations

23. Can I use Lumino Health Virtual Care while travelling outside of Canada and within Canada?

Medical regulations prevent Lumino Health Virtual Care practitioners from providing medical services if you are physically located outside of Canada. However, Dialogue can provide healthcare navigation to help you find local health resources, clinics, or hospitals. If you are travelling within Canada, Dialogue can assess and treat you anywhere in the country. This includes getting a prescription for medication.

## Questions? Need support? We're here to help.

If you are having trouble using the app or website and need help accessing your account, you can:

- contact Dialogue by emailing [sunlife-support@dialogue.co](mailto:sunlife-support@dialogue.co) Monday to Friday 8 a.m. to 6 p.m. ET.
- visit [help.dialogue.co](https://help.dialogue.co) and use the chat feature for assistance, for after hours and weekend support.

The [Registration and user guide](#) provides easy-to-follow steps to create your account and access services. Once you create your account, stay informed and get updates from the Care Team by turning on notifications.