

Dialogue Care Team

Lumino Health Virtual Care, powered by Dialogue, is committed to offering you access to some of the best medical professionals in Canada.



Here are some interesting facts about Dialogue's Care Team

- Our team has an average of 14 years of experience, including some nurses and physicians with over 25 years of experience practicing in their respective fields.
- Our team includes multiple areas of special interests such as travel medicine, dermatology, pediatrics, geriatrics, mental health, psychiatry and more.
- 35% of our medical team teach medicine/nursing in universities alongside their practice.



What to expect when speaking to a nurse, nurse practitioner or doctor

- We recognize every condition is unique and will be individually assessed.
- Depending on your ailment, your symptoms, and the severity of your condition, there are 3 possible outcomes: you may receive treatment from a nurse, have a consultation with a nurse practitioner or doctor, or be referred to your family doctor, a clinic or emergency room (ER).
- Nurse practitioners are able to diagnose and assess patients, and they can prescribe medications. They can also function as the primary care provider for a patient.



- In many cases, a nurse will be able to provide you advice and suggestions regarding your most common health concerns.
- If your condition can be seen safely through a virtual consultation with a nurse and requires a follow-up appointment, after your evaluation with the nurse, you will be booked with a nurse practitioner or doctor.
- Certain conditions may require a referral to community resources. In any case, we will always help you get an in-person assessment and guide you to the appropriate professional if the need arises.

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Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. DH-8981-E 08-21 mw-dm

