

The Lumino Health Virtual Care medical team



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

Here are some interesting facts about our medical 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 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.
- If your condition requires a physical examination or there are worrisome symptoms (red flags), for your safety and according to best medical practice, you will be referred out for an external (in-person) consultation. Our care navigation team will help you find resources near you.

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To learn more about Lumino Health Virtual Care, visit sunlife.ca/luminovc.

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Health

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