

# We're here for your health

Welcome to Lumino Health Virtual Care,  
powered by Dialogue

Lumino Health Virtual Care, powered by Dialogue, is the leading Canadian virtual care platform offering a portfolio of health-care services to keep you and your family healthy.

We're here to help Canadians be happier, healthier, and performing at their best by providing access to health and wellness resources.

You can access care from the comfort of home<sup>1</sup>:



## Interact with our nurses

Direct messaging, video or calls for your employees and their families.



## Prescriptions

Renewals and refills made easy.



## Mental health

Connect with mental health specialists.<sup>2</sup>



## Direct video access to doctors and nurse practitioners (or NP)

Consults, diagnoses, referrals, prescriptions, and much more.



Life's brighter under the sun



Sun Life

Lumino  
Health

## Get started today

If you haven't already, sign up today. That way, you're ready to go when you need it. Go to **[sunlife.ca/luminovc](https://sunlife.ca/luminovc)**

## When and where can I use the service?

The service is available 24/7 anywhere in Canada. Some services are only available during regular clinic hours from 8 a.m. to 8 p.m. on weekdays or 10 a.m. to 4 p.m. on weekends, but you'll always be able to reach a health-care professional for assistance.

## Privacy and security

Our platform is 100% confidential and secure. Your employer or family members can't access your information or health records.

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<sup>1</sup> About 70% of walk-in clinic cases are suitable for Lumino Health Virtual Care. If you have an agreement with your doctor that says you can't attend virtual care clinics, please discuss using Lumino Health Virtual Care with them.

<sup>2</sup> Mental Health conditions requiring initial evaluation, diagnosis and/or for which you are currently receiving medical treatment by another primary care provider may not be eligible for virtual care.



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