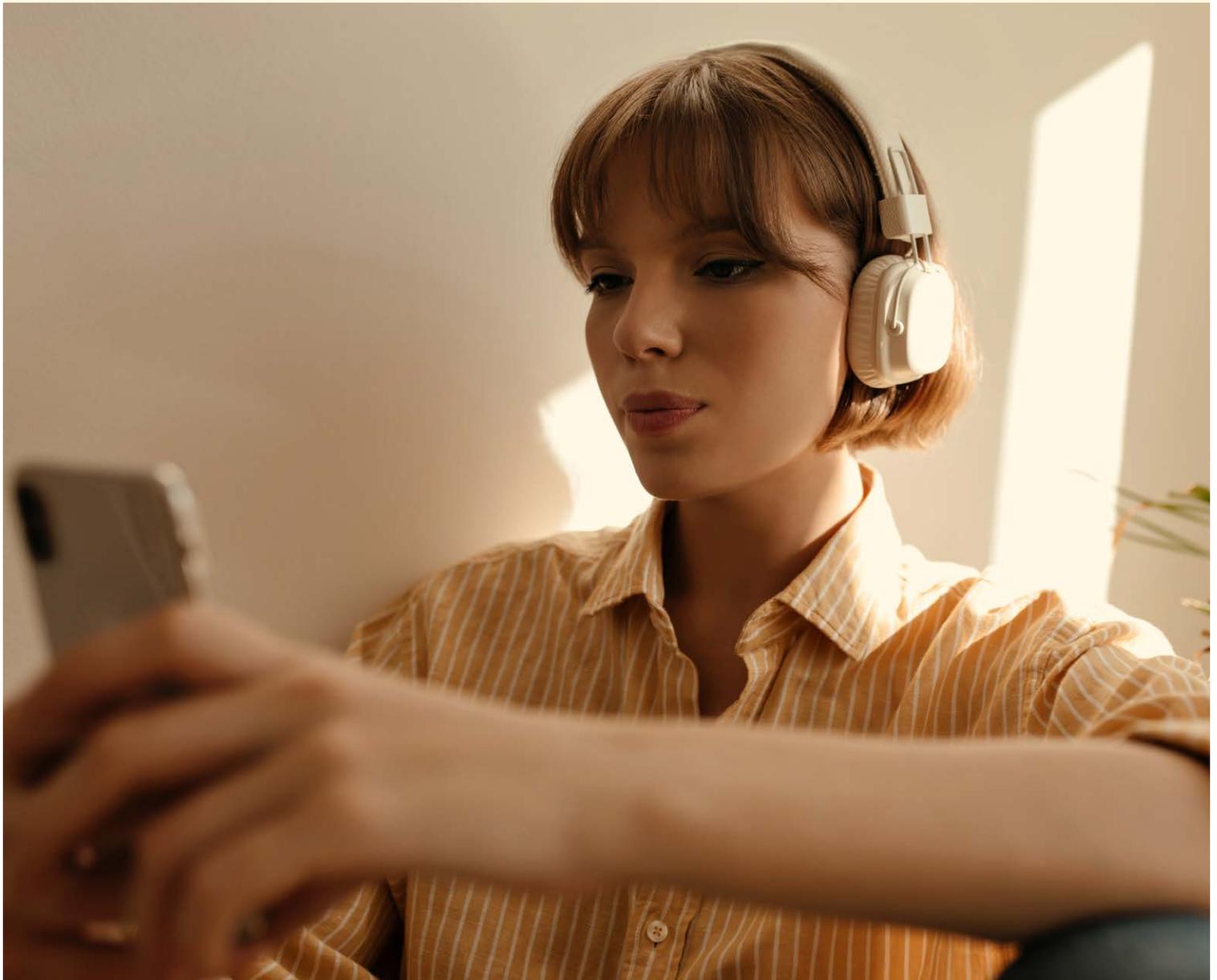


Lumino Health Virtual Care

provided by Dialogue*

Lumino Health Virtual Care is a service delivered on an integrated health platform that quickly assesses and treats physical issues and supports mental health concerns. You'll get access to a team of Dialogue's in-house physical and mental health-care practitioners (as permitted in each province¹) that meet your needs.





How does Lumino Health Virtual Care work?

This service quickly assesses physical and mental health concerns. Click [here](#) for the full list of services covered. Other optional services are available to you at an additional cost.



It then virtually connects you with the health-care provider that meets your needs.



Follow-up after every assessment ensures continuity of care is provided.



With Lumino Health Virtual Care you can:

- Schedule a same-day or next-day appointment with the care team
- Renew a prescription or obtain a refill when clinically indicated²
- Access health and wellness resources
- Connect with a mental health specialist³
- Complete online medical assessments
- Get specialist referrals and lab requests.

50%

of Canadians say they can't schedule a same-day or next-day doctor's appointment.⁴



Why should I use Lumino Health Virtual Care?

- It's available 24 hours a day, seven days a week through a smartphone or computer, by chat, audio, and video.
- It provides you access to a multitude of health-care professionals and wellness resources.
- 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.
- You have access to your personal medical information through the secure and private app. At your request, Dialogue can share your personal information with your doctor.

70-80%
of non-urgent
medical
issues can
safely be
treated
quickly using
virtual care.⁵

How do I register and use the service?

The service is available via mobile and web.
You can:

- go to luminovc.dialogue.co,
- download the Lumino Health Virtual Care app for **iPhone** and **Android**, or
- use the QR code.



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.

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

- **contact Dialogue by emailing sunlife-support@dialogue.co**
Monday to Friday 8 a.m. to 6 p.m. ET.
- **visit help.dialogue.co** and use the chat feature for assistance, for after hours and weekend support.

For questions regarding your benefits plan information, you can contact the **Sun Life Client Care Centre (CCC)** at 1-800-361-6212 Monday to Friday, 8 a.m. to 8 p.m. ET.

App Store is a trademark of Apple Inc., registered in the U.S. and other countries. Google Play is a trademark of Google Inc.

Services covered by Lumino Health Virtual Care



General health

- Nasal congestion, sinus pain
- Sore throat
- Cough
- Headache/migraine
- Fever
- Diarrhea
- Vomiting
- Minor aches and pains
- Urinary tract infections
- Allergies
- Weight management and general nutrition advice
- Travel health
- Prescription refills when clinically indicated (except benzodiazepines, opioids, cannabis, ADHD medication, and other controlled substances)



Health care navigation

- Assistance with health system navigation (physicians, specialists, tests, radiology, new pregnancy, etc.)



Skin issues

- Skin rash, hives
- Acne, eczema, rosacea
- Moles/warts
- Cold sores/herpes
- Painless eye irritation/infection
- Abrasions
- Minor bites or cuts



Mental health

For the following concerns, you'll participate in one consultation with a mental health specialist. Following the evaluation, the mental health specialist will refer you to external resources if support is required. Using their rich database of health and well-being providers, the mental health specialist will help you find clinics, specialists and community resources.

- Anxiety disorder
- Stress
- Fatigue
- Depression
- Mood disturbance
- Insomnia, sleep hygiene counselling
- Family, relationship or work conflict
- Work-life balance

Supporting women's health⁶

Women navigating various life stages have access to care, counselling, educational resources, or referrals for areas of concern such as:

- **Contraception and sexual health:** puberty care, contraception, sexual health, counselling and referrals for gender-affirming care.
- **Fertility and family-building:** counselling, initial care, referrals for fertility, pregnancy, and postpartum concerns.
- **Preventive care and referrals:** counselling and referrals for cervical cancer screening, mammography, and other age-related screenings.
- **Menopause transition:** consultation, within a week, with Dialogue's health-care practitioners who received additional training focused on menopause. You'll get a personalized care plan for comprehensive symptom management that could include non-hormonal treatments, or if appropriate, a prescription for Menopause Hormone Therapy (MHT).

* Dialogue is a wholly-owned subsidiary of Sun Life Assurance Company of Canada operating as a stand-alone entity. All representations about the services of Lumino Health Virtual Care, provided by Dialogue, are those of Dialogue, Inc. and not Sun Life Assurance Company of Canada. Sun Life Assurance Company of Canada cannot guarantee the availability of the services and reserves the right to cancel the services with notice.

¹ Dialogue and its practitioners abide by all federal and provincial regulations that apply to telemedicine.

² Except for benzodiazepines, narcotics, testosterone, stimulants for ADHD, and cannabis

³ Mental health conditions requiring initial evaluation, diagnosis and/or for which you are currently receiving medical treatment by another care provider may not be eligible for virtual care.

⁴ <https://www.dialogue.co/en/physical-health>

⁵ Dialogue data 2023.

⁶ While we refer to women, we are inclusive of all gender identities that may be uniquely or disproportionately affected by these health issues or topics.