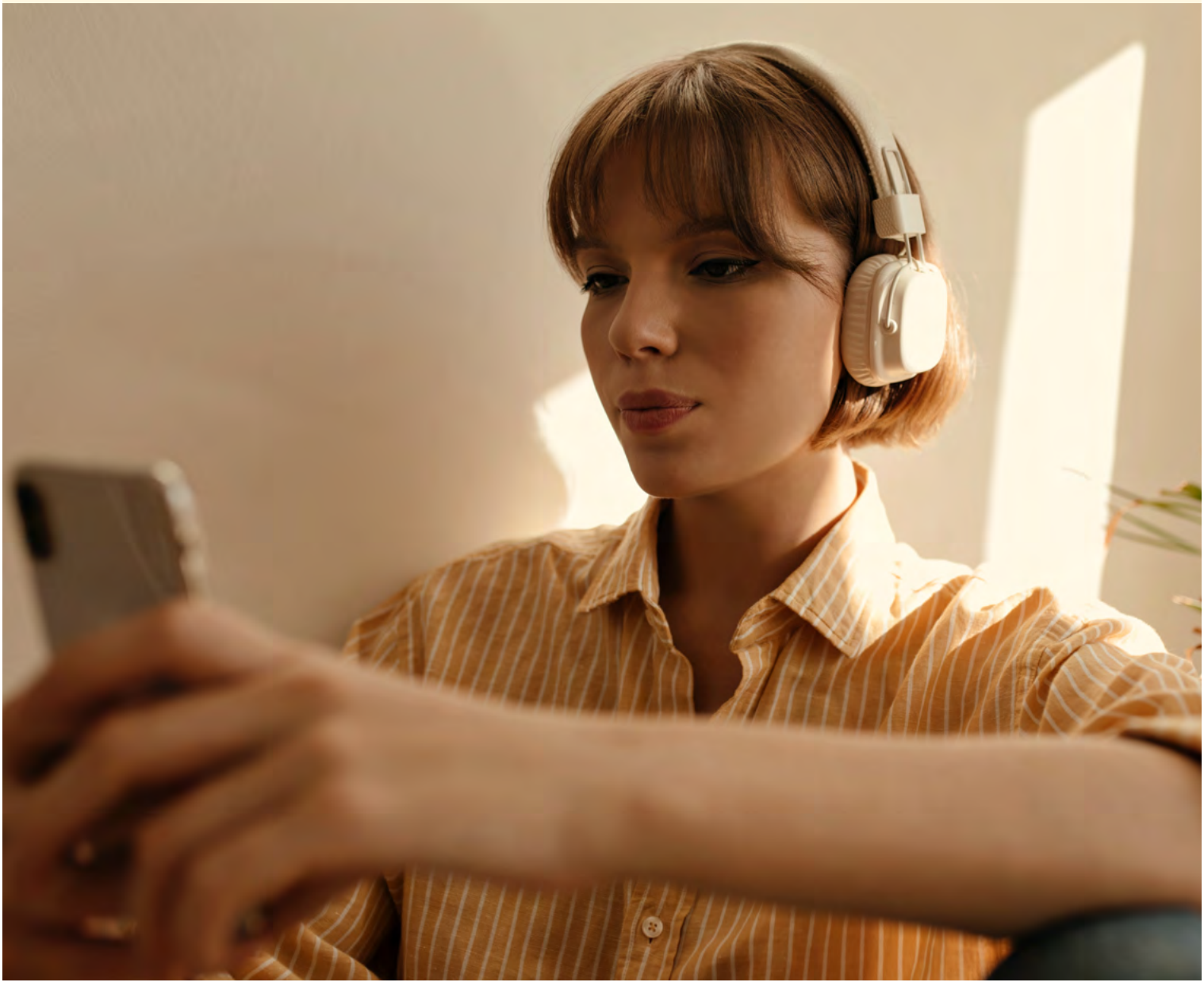
Sun Life Virtual Care

by Dialogue

Sun Life 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 province[1]) that meet your needs.





How does 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-ups after every assessment are available as needed to ensure continuity of care.



With Virtual Care you can:

- Schedule an appointment, typically within 24h
- Renew a prescription or obtain a refill when clinically indicated[2]
- Access health and wellness resources
- Connect with a mental health specialist[3]
- Complete online medical assessments
- Get specialist referrals and lab requests.

74% of Canadian adults report not being able to get a same- or next-day appointment to see a doctor or a nurse.[4]



Why should I use 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.

85%
of Canadians who have accessed virtual care services say their health concerns were addressed during their most recent virtual visit.[5]

How do I register and use the service?

To get started, use the QR code to download and install the my Sun Life app on your mobile device.

- To get help on how to register and sign in to the Sun Life mobile app, go to **sunlife.ca/support**.
- For detailed instructions on how to access your Sun Life Virtual Solutions by Dialogue through the app, please refer to the **Registration and user guide**.

Download on the App Store

GET IT ON Google Play

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

For support with Sun Life Virtual Care by Dialogue, including appointments:

- Email **sunlife-services@dialogue.co**
  Monday to Friday 8 a.m. to 6 p.m. ET.
- Visit **help.dialogue.co/hc/en-ca** and use the chat feature for after business hours and weekend support.

For questions regarding your benefits plan, call us at **1-877-786-5433**, Monday to Friday 8 a.m. to 8 p.m. ET.

Services covered by 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 health[6]

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).

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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 Commonwealth Fund survey, 2023, Canadian Institute for Health Information

5 2023 Canadian Digital Health Survey.

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.

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. VC9998 06-26 lj-na

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