![Sun Life logo]

Registration and user guide

Lumino Health Virtual Care, provided by Dialogue

To get started, you'll need to download the Lumino Health Virtual Care app and create an account.

You can:

- download the app for iPhone from the **App Store**, or from **Google Play** for Android,
- visit the **Lumino Health Virtual Care webpage** to create your account, or
- scan the QR code.

If you've already registered, go to **page 3 of this document.**

Stay informed and get updates from the care team by turning on notifications.

1. Click on "**Create your account**."
2. **Follow the instructions** on your screen to create your account.
3. Complete your **profile**. If the information provided matches the information supplied by your organization, **you're ready to go!**
4. Invite your **spouse and dependent children** by clicking on the profile icon, then "**Family**."

If your information doesn't match, you may be prompted to enter additional information to complete your registration.

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

If you already have an account, then simply sign in!

Sign in to Lumino Health Virtual Care
- Click on "Chat with a professional."
- Simply click on each tile for an overview of what's covered.
- Take a moment to get familiar with the services available to you.
- When ready, start a consultation using the tile that you feel most suits your need.
- You may be asked a few questions to help direct you to the right resource.

If you're having trouble creating your account or logging in, or you forgot your password, please see the steps below:
- Make sure your mobile device is running the most up-to-date Operating System.
- Make sure you're using the latest version of the Lumino Health Virtual Care app. Follow the steps on your mobile device for updating apps through the Apple App Store or on Google Play.
- You can also try deleting the app from your device. Then re-install it and try logging in again.
- If you're asked for a postal code, make sure to use the postal code that's on file with Sun Life. If you can't remember the postal code you provided, contact Dialogue by emailing **sunlife-support@dialogue.co**.
- Select the "Forgot password?" option.

Don't miss messages or video calls from the care team
- Turn on notifications by going to your device settings.

What information may be shared with my organization?

All data is **anonymized** and **aggregated** before we consider analysis. Some examples include:

- Number of all-time total consults.
- Percentage of members who have created an account (no names are shared).
- For organizations with more than 250 members only, top reasons for consult.

If you are having trouble using the app or website and 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.

If your benefits plan includes the Lumino Health Virtual Care Employee Assistance Program:

You can also get access to immediate help by calling **1-844-342-3327**. A Member Service Specialist will assess your need and coordinate care with the appropriate resources.

Patient privacy and confidentiality are the cornerstones of Lumino Health Virtual Care, provided by Dialogue

How we ensure patient privacy and confidentiality

It's your data!

Your personal health data belongs to you. While Dialogue will communicate basic information (with your consent) for lab tests and prescriptions, only you have the power to request that your personal file be shared.

Secure channels of communication

Dialogue only uses secure methods to communicate information:

- End-to-end encrypted Dialogue platform
- Digital fax

Dialogue prides itself on meeting and exceeding patient data security standards.

Restricted access

Dialogue operates on a strict need-to-know basis. Only Dialogue Care Team members directly involved in delivering your care are permitted to consult your file. Access to Dialogue's Care Team is also tightly controlled.

Holding our people accountable

Dialogue's Care Team practices safe medicine and is required to adhere to strict guidelines. Every member is regularly reviewed by Dialogue's internal Clinical Quality Auditor to ensure best-in-class quality of care.

> **"Lumino Health Virtual Care makes patient privacy a top priority. All of our processes, policies, and technology are designed to carefully protect our patients' personal health information and to meet or exceed all laws and regulations."**
>
> – Dr. Marc Robin, Dialogue MD, Medical Director

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