

Lumino Health Virtual Care

powered by Dialogue

Now including your **Stress Management and Well-Being Program**



Sun Life

Lumino
Health

What you can expect

Through Lumino Health Virtual Care, powered by Dialogue, you'll have convenient, unlimited, and on-demand access to health-care professionals, and a Stress Management and Well-Being (SM&WB) Program.



Interact with our nurses

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



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

Consults, diagnoses, referrals, and much more.



Care navigation and seamless referrals

High-touch guidance throughout all facets of the health-care system.



NEW! SM&WB Program

Access a team of mental health professionals and resources to help you be happier and healthier.



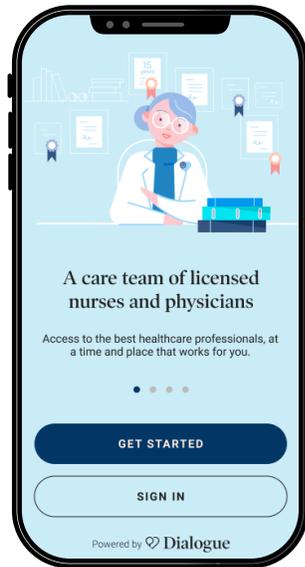
Prescriptions

Renewals and refills made easy.



This step-by-step guide will help you get started with Lumino Health Virtual Care. Once you're set up, you'll have access 24/7 anywhere in Canada for you and your eligible dependents.

If you've already registered, go to Enhanced health services on page 6.

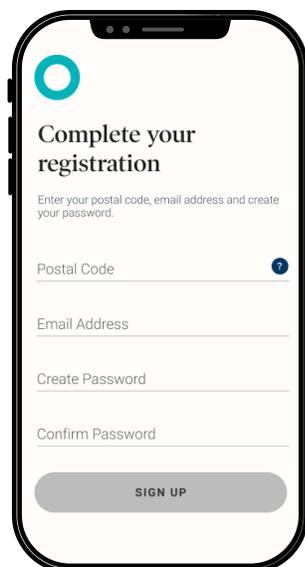


Click on **Get Started.**



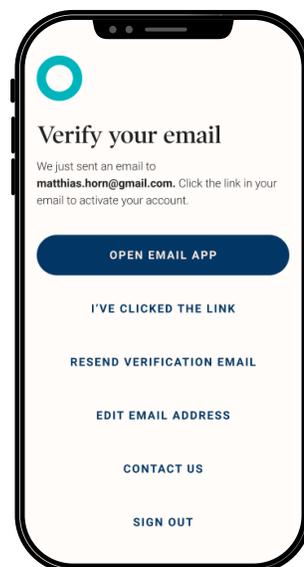
Enter your First Name, Last Name and DOB.

Click **Next.**

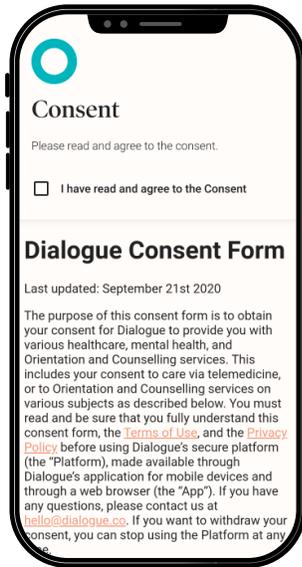


Enter all the relevant information (for email, choose an email accessible at all times).

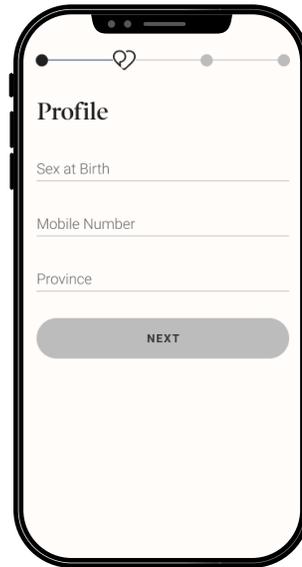
Click **Sign Up.**



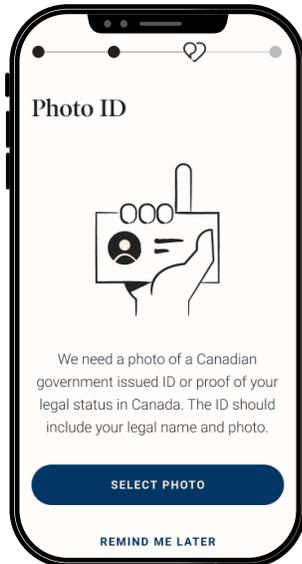
Verify your email.



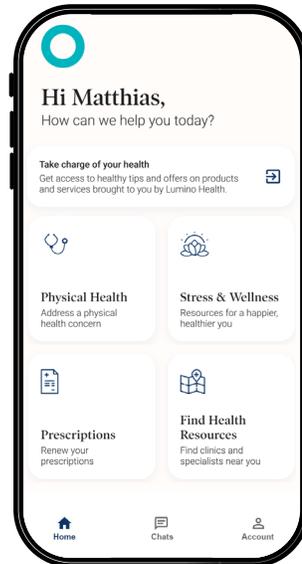
Carefully read the Dialogue Consent Form.
Click **I agree**.



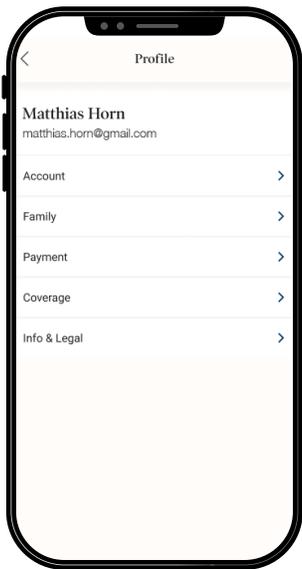
Enter your information.
Click **Next**.



Upload or take a photo of government-issued ID (used for identification purposes only).



Add your eligible dependents.
Click on **Account**.



Add your eligible dependents.

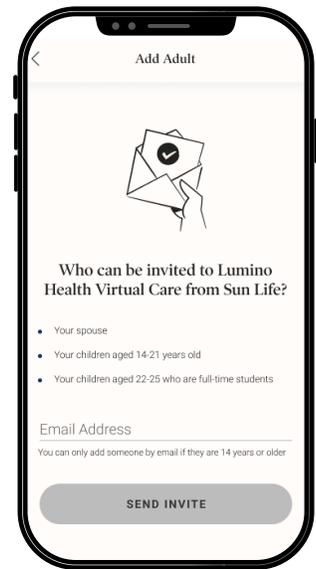
Click on **Family**.



Add your eligible dependents.

Note that medically speaking, 14+ is the legal age to consult on your own, so children above 14 have to be added as adults.

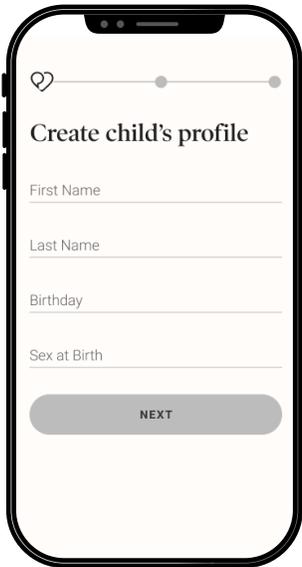
Click **Add Adult (14+)**, or **Add Child (0-13)**.



For Adult (14+).

Note that medically speaking, 14+ is the legal age to consult on your own, so children above 14 have to be added this way.

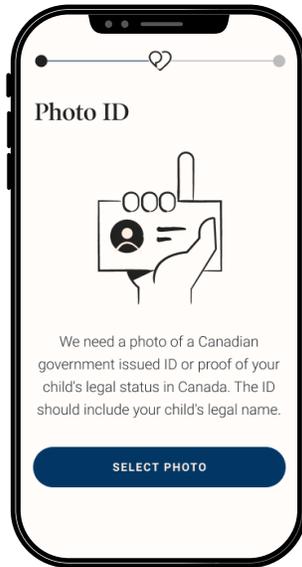
Enter their email and Click **Send Invite**.



For Child (0-13).

Note that medically speaking, 14+ is the legal age to consult on your own, so children above 14 have to be added as adults.

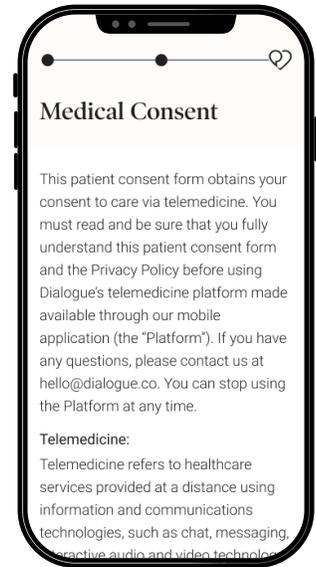
Enter all the relevant information and click **Next**.



For Child (0-13).

Note that medically speaking, 14+ is the legal age to consult on your own, so children above 14 have to be added as adults.

Take or upload a photo of your child's government-issued ID.



For Child (0-13).

Note that medically speaking, 14+ is the legal age to consult on your own, so children above 14 have to be added as adults.

Carefully read the Medical Consent form.

Click **I agree**.
Now you're all set up!

New! Enhanced health services available all in one place

Through this health and wellness platform, you can benefit from personalized support – for an ideal experience

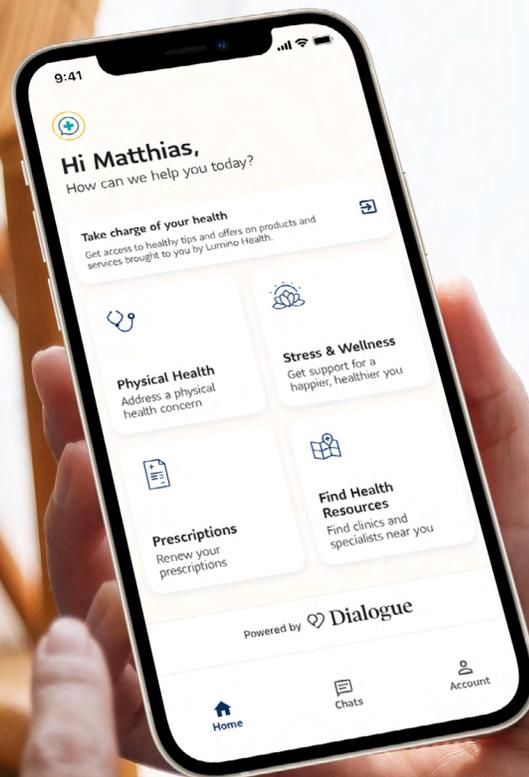
With Lumino Health Virtual Care, powered by Dialogue, you now have access to a Stress Management and Well-Being (SM&WB) Program.

This includes:

- Stress questionnaire
- Personalized, holistic, and coordinated care
- Counselling and psychotherapy services

Sign in to Lumino Health Virtual Care

- Take a moment to get familiar with the new services available to you.
- Simply click on each tile for an overview of what's covered.
- When ready, click "Start consultation" on the tile that you feel most suits your need.
- You may be asked a few questions to help direct you to the right resource.



Your Stress Management and Well-Being (SM&WB) Program

We care about your health

We understand that stress affects everyone differently and there are many causes. Lumino Health Virtual Care now offers a brand new service that provides you with stress management and well-being programs at your fingertips.

What does this service provide?

Dialogue's Care Team takes a proactive approach that allows us to detect any signs of elevated stress and other related conditions. We encourage everyone to do this evaluation, as often as you feel it's needed. You'll be able to see how you're feeling currently.

You have access to a dedicated care team and resources to help you be healthier and happier. This includes:

- Stress questionnaire and your well-being score
- Personalized, holistic, and coordinated care
- Access to stress management and well-being resources

Are you feeling stressed, easily irritable, or having trouble concentrating?

27% of Canadian employees report experiencing high to extreme stress levels on a daily basis.¹



What can I expect?

In the Lumino Health Virtual Care app, you'll be asked to complete an 8-question stress questionnaire. Based on your results, if a preventive intervention is recommended, you will be taken through a process, tailored to you, in order to help reduce stress and increase your wellness. If no specific intervention is recommended, you will receive information on how to maintain and improve your well-being.

We hope this is a positive experience for you, and as a reminder, everything is 100% confidential.

¹ Sun Life Ipsos Survey July 2020

Convenient, unlimited, and on-demand access to all your health-care needs for you and your family

Welcome to Lumino Health Virtual Care

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

When to Contact Us

We're here to help across a broad range of common ailments. Below are examples of the conditions we can evaluate or treat virtually through our app.

General conditions: sinus pain, headaches, cough, fever, vomiting or diarrhea

Dermatology conditions: skin rashes, hives or abrasions

Minor emergencies: urinary tract infection, conjunctivitis or sinusitis

Mental health questions: stress, anxiety, fatigue or depression

Advice regarding minor injuries: cuts, bites, muscular or joint pains

Sexual health: sexually-transmitted infection (STI) information and screening

New! Stress Management and Well-Being (SM&WB) Program: access to therapy and preventive resources

The Lumino Health Virtual Care Experience

Consultations via phone, video, and text

Choose your preferred method of communication for consultations at a time and place that works for you.

Family coverage

Unlimited access to nurses, nurse practitioners, and doctors for your dependents and your spouse.

Prescription renewals and refills

Receive medication prescriptions and renewals for conditions that can be safely evaluated or treated through virtual care.

Specialist referrals and lab requests

If we can evaluate your condition and it requires blood tests, imaging or a referral, Lumino Health Virtual Care can assist with those as well.

Health-care navigation

Lumino Health Virtual Care can guide you towards the appropriate health-care system resources when an in-person consultation is needed.

Privacy and security

Our platform is 100% confidential and secure. Under no circumstance can your employer or family members access your information or health records.

Pan-Canadian access

Whether you live in a rural area or you are travelling for business, Lumino Health Virtual Care is accessible anywhere in Canada.

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

How we ensure patient privacy and confidentiality



It's your data!

Your personal health data belongs to you. While we 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 outside of Lumino Health Virtual Care with non-Lumino Health Care Team members.



Secure channels of communication

We only use secure methods to communicate information:

- End-to-end encrypted Dialogue platform
- Fax

We pride ourselves on meeting and exceeding patient data security standards.



Restricted access

We operate a strict need-to-know policy. Only Lumino Health Care Team members directly involved in delivering your care are permitted to consult your file. Access to the Care Team is also tightly controlled.



Holding our people accountable

Our 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 and Chief privacy Officer

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
- Percent of members that have created an account (no names are shared)
- For organizations with more than 250 members only, top reasons for consult



**For more information, please call our
Client Care Centre at 1-800-361-6212.**



Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. VC9343-E 07-21 ry-mp

