**Lumino Health Virtual Care is coming**

Hello everyone,

We are delighted to announce that, as of [Date], we will be offering you access to[Lumino Health Virtual Care](https://www.sunlife.ca/en/campaign/lumino-health-virtual-care/?vgnlocale=en_ca&wt.mc_id=en-ca:direct:vanity:luminovc:luminovcpage), powered by Dialogue. Lumino Health Virtual Care is a virtual healthcare platform that empowers you to be proactive about your health.

We are happy to offer you **free unlimited family access** to Lumino Health Virtual Care’s nurses and physicians, and we strongly encourage you to use it at any time, for any question about your physical or mental well-being.

Lumino Health Virtual Care is ideal for punctual health problems (flu, allergies, etc.), any stress-related questions, minor emergencies, blood work requests, prescription renewal, medication delivery, and much more!

As of [Date], Lumino Health Virtual Care will be available on iOS and Android devices, as well as on the web app on Google Chrome, Safari and Firefox browsers.

Keep an eye out for more information on the day of the launch!

[Signature]

**One week prior to launch**

Hello everyone,

We are only a week away from launching[Lumino Health Virtual Care](https://www.sunlife.ca/en/campaign/lumino-health-virtual-care/?vgnlocale=en_ca&wt.mc_id=en-ca:direct:vanity:luminovc:luminovcpage), powered by Dialogue! We are excited to offer you this benefit that allows you to be proactive about your health. Lumino Health Virtual Care connects you to physicians, registered nurses, psychologists and nutritionists within minutes, virtually.

Lumino Health Virtual Care is available to you, your spouse and your children (anyone who would normally be covered by a family insurance plan). **On the day of the launch, you will be able to register for Lumino Health Virtual Care via the mobile or web app, and invite your family to join as well**.

Don’t miss out on registering for Lumino Health Virtual Care on[Date]!

[Signature]

**Lumino Health Virtual Care is coming**

Hi everyone,

We’re happy to announce that starting today, you and your family will have access to a new virtual healthcare service: [Lumino Health Virtual Care](https://www.sunlife.ca/en/campaign/lumino-health-virtual-care/?vgnlocale=en_ca&wt.mc_id=en-ca:direct:vanity:luminovc:luminovcpage), powered by Dialogue! This service is accessible from the comfort of your office or your home and we encourage you to create your account now and invite your spouse and your children.

**What is Lumino Health Virtual Care?**

Lumino Health Virtual Care gives you access to healthcare professionals via a mobile or web app. You will be able to chat with a nurse for any questions related to your health or consult a doctor via a secure video if a diagnosis or prescription is required, completely free of charge. You can also consult other health professionals (e.g. nutritionists) for an additional fee that may be covered by insurance.

About 70% of typical walk-in clinic cases can be addressed via Lumino Health Virtual Care. Here are some examples:

* Receive or renew prescriptions, request blood work or a referral to a specialist
* Consult for minor conditions (allergies, UTI, infections, etc.)
* Ask questions related to your children’s health
* Consult the medical team for any questions related to stress, insomnia and anxiety

**How do I sign up?**

1. [Download the app](http://app.dialogue.co) from Google Play or the App Store on your smartphone. You can also register at **luminovc.dialogue.co**.
2. Click on “Get started’
3. Enter your first name, last name and date of birth
4. Follow the instructions to create your account
5. Complete your profile and invite your spouse and children under “Profile” > “Family.”

**When and where can I use the service?**

If you are physically located in Canada, you can use Lumino Health Virtual Care. The service is available 24/7, but the medical scope of practice will exclude some services outside of regular hours (for example, you won’t be able to refill a prescription at 2:00 a.m.). The regular hours of the Lumino Health Virtual Care clinic in all Canadian time zones, local time, are:

* Monday to Friday, 8 a.m. to 8 p.m.
* Saturdays and Sundays, 10 a.m. to 4 p.m.

Learn more at [sunlife.ca/luminovc](https://www.sunlife.ca/en/campaign/lumino-health-virtual-care/?vgnlocale=en_ca&wt.mc_id=en-ca:direct:vanity:luminovc:luminovcpage).

We hope you enjoy this new benefit!

[Signature]