

Lumino Health Virtual Care

provided by Dialogue



Lumino Health Virtual Care, provided by Dialogue, provides you with 24/7 access to a multitude of Dialogue's in-house health-care professionals (doctors, nurses, nurse practitioners,¹ mental health specialists, and more), on an integrated health platform. You and your eligible dependents can access personalized virtual care anytime, anywhere in Canada. Appointments are available within 24 hours at a time that works best for you, and follow-up connections are made after each appointment.

Quickly get access to:

- A multidisciplinary medical team to help treat non-urgent health concerns
- Mental health specialists²
- Same-day or next-day appointments with the care team
- Online medical assessments
- Prescription renewals or refills when clinically indicated³
- Specialist referrals and lab requests
- Health and wellness resources

You can read more about the services included with Lumino Health Virtual Care in the detailed [brochure](#).

70-80%

Non-urgent medical issues can safely be treated quickly using virtual care.⁴

For mental health support, we include one consultation with a mental health specialist. They will refer you to external resources including clinics, specialists, and community resources.

The service is available via mobile and web, 24/7. Go to luminovc.dialogue.co or download the Lumino Health Virtual Care app for [iPhone](#) and [Android](#).



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.

¹ For eligible medical conditions.

² 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.

³ Except for benzodiazepines, narcotics, and cannabis.

⁴ Dialogue data 2023.

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. VC1005 12-23 ri-na

