

Lumino Health Virtual Care

provided by Dialogue

Lumino Health Virtual Care is a service delivered on an integrated health platform that quickly assesses and treats physical medical issues and supports mental health concerns. You'll get virtual access to a team of Dialogue's in-house health-care professionals (doctors, nurses, nurse practitioners,¹ mental health specialists, and more) that meets your needs.





How does Lumino Health Virtual Care work?

This service quickly assesses physical, medical, 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-up appointments after every assessment ensure continuity of care is provided.



With Lumino Health Virtual Care you can:

- schedule a same-day or next-day appointment with the care team,
- 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, and
- get specialist referrals and lab requests.

50%

Of Canadians say they can't schedule a same-day or next-day doctor's appointment.⁴



Why should I use Lumino Health 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. Upon request, Dialogue can share your personal information with your doctor.

70-80%

Non-urgent medical issues can safely be treated quickly using virtual care.⁵



How do I register and use the service?

The service is available via mobile and web. 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.



Services covered by Lumino Health Virtual Care



General health

- Nasal congestion, sinus pain
- Sore throat
- Cough
- Headache/migraine
- Fever
- Diarrhea
- Vomiting
- Minor aches and pain
- Urinary tract infections
- Allergies
- Sexual health (sexually-transmitted infection information)
- Weight management and general nutrition advice
- Travel health
- Breastfeeding support
- 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.)



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 coach



Skin issues

- Skin rash, hives
- Acne, eczema, rosacea
- Moles/warts
- Cold sores/herpes
- Painless eye irritation/infection
- Abrasions
- Minor bites or cuts

¹ For eligible medical conditions.

² Except for benzodiazepines, narcotics, 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 <https://www.dialogue.co/en/physical-health>

⁵ 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. VC9998 11-23 ri-na

