

# Lumino Health Virtual Care

provided by Dialogue



Lumino Health Virtual Care, provided by Dialogue, provides you with 24/7 access to a team of Dialogue's in-house physical and mental health-care practitioners (as permitted in each province<sup>1</sup>) that meet your needs. 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 specialists<sup>2</sup>
- Same-day or next-day appointments with the care team
- Online medical assessments
- Prescription renewals or refills when clinically indicated<sup>3</sup>
- Specialist referrals and lab requests
- Health and wellness resources

You can read more about the services included with Lumino Health Virtual Care by visiting [sunlife.ca/luminovc](https://sunlife.ca/luminovc).

**70-80%**

Non-urgent medical issues can safely be treated quickly using virtual care.<sup>4</sup>

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.

## Register today!

The service is available via mobile and web, 24/7. You can:

- Go to [luminovc.dialogue.co](https://luminovc.dialogue.co),
- download the Lumino Health Virtual Care app for **iPhone** and **Android**, or
- use the QR code.



Note: your Lumino Health Virtual Care and Employee Assistance Program are under one account and require only one registration.

An email is required for registration.

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](mailto:sunlife-support@dialogue.co) Monday to Friday 8 a.m. to 6 p.m. ET.
- visit [help.dialogue.co](https://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.

<sup>1</sup> Dialogue and its practitioners abide by all federal and provincial regulations that apply to telemedicine.

<sup>2</sup> 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.

<sup>3</sup> Except for benzodiazepines, narcotics, testosterone, stimulants for ADHD, and cannabis

<sup>4</sup> Dialogue data 2023.

Life's brighter under the sun

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