

Sun Life Virtual Care

by Dialogue

Sun Life Virtual Care is a service delivered on an integrated health platform that quickly assesses and treats physical issues and supports mental health concerns. You'll get access to a team of Dialogue's in-house physical and mental health-care practitioners (as permitted in each province¹) that meet your needs.





How does Virtual Care work?

This service quickly assesses physical 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-ups after every assessment are available as needed to ensure continuity of care.



With Virtual Care you can:

- Schedule an appointment, typically within 24h
- Renew a prescription or obtain a refill when clinically indicated²
- Access health and wellness resources
- Connect with a mental health specialist³
- Complete online medical assessments
- Get specialist referrals and lab requests.

74% of Canadian adults report not being able to get a same- or next-day appointment to see a doctor or a nurse.⁴



Why should I use 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. At your request, Dialogue can share your personal information with your doctor.

85%

of Canadians who have accessed virtual care services say their health concerns were addressed during their most recent virtual visit.⁵

How do I register and use the service?

To get started, use the QR code to download and install the my Sun Life app on your mobile device.

- To get help on how to register and sign in to the Sun Life mobile app, go to sunlife.ca/support.
- For detailed instructions on how to access your Sun Life Virtual Solutions by Dialogue through the app, please refer to the [Registration and user guide](#).



For support with Sun Life Virtual Care by Dialogue, including appointments:

- Email sunlife-services@dialogue.co
Monday to Friday 8 a.m. to 6 p.m. ET.
- Visit help.dialogue.co/hc/en-ca and use the chat feature for after business hours and weekend support.

For questions regarding your benefits plan, call us at **1-877-786-5433**, Monday to Friday 8 a.m. to 8 p.m. ET.

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Services covered by Virtual Care



General health

- Nasal congestion, sinus pain
- Sore throat
- Cough
- Headache/migraine
- Fever
- Diarrhea
- Vomiting
- Minor aches and pains
- Urinary tract infections
- Allergies
- Weight management and general nutrition advice
- Travel health
- 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.)



Skin issues

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



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 balance

Supporting women's health⁶

Women navigating various life stages have access to care, counselling, educational resources, or referrals for areas of concern such as:

- **Contraception and sexual health:** puberty care, contraception, sexual health, counselling and referrals for gender-affirming care.
- **Fertility and family-building:** counselling, initial care, referrals for fertility, pregnancy, and postpartum concerns.
- **Preventive care and referrals:** counselling and referrals for cervical cancer screening, mammography, and other age-related screenings.
- **Menopause transition:** consultation, within a week, with Dialogue's health-care practitioners who received additional training focused on menopause. You'll get a personalized care plan for comprehensive symptom management that could include non-hormonal treatments, or if appropriate, a prescription for Menopause Hormone Therapy (MHT).

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

² Except for benzodiazepines, narcotics, testosterone, stimulants for ADHD, 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 [Commonwealth Fund survey, 2023, Canadian Institute for Health Information](#)

⁵ [2023 Canadian Digital Health Survey.](#)

⁶ While we refer to women, we are inclusive of all gender identities that may be uniquely or disproportionately affected by these health issues or topics.