

Sun Life Virtual Care

by Dialogue



Virtual Care provides you with 24/7 access to a team of Dialogue's in-house physical and mental health-care practitioners (as permitted in each province¹) that meet your needs. You and your eligible dependents can access personalized virtual care anytime, anywhere in Canada. Appointments are available, typically within 24 hours at a time that works best for you, and follow-up connections may be 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 Virtual Care by visiting sunlife.ca/virtual-care.

85%

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

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



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Google Play is a trademark of Google Inc.

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

- mail 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 Sun Life at **1-877-786-5433**, Monday to Friday 8 a.m. to 8 p.m. ET.

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

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, testosterone, stimulants for ADHD, and cannabis

⁴ [2023 Canadian Digital Health Survey](#)

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 06-26 lj-na

