

Lumino Health Virtual Care

powered by Dialogue

Step-by-step guide on
how to create your account



What you can expect from Lumino Health Virtual Care



Interact with our nurses

Direct messaging, video or calls for your employees and their families.



Direct video access to doctors

Consults, diagnoses, referrals, prescriptions, and much more.



Care navigation & seamless referrals

High-touch guidance throughout all facets of the healthcare system.

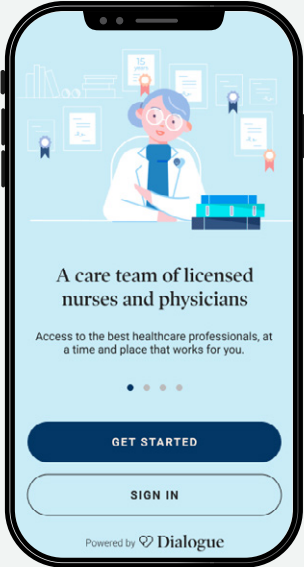


Prescriptions & free delivery

Prescriptions, renewals, and free medication delivery.



This step-by-step guide will help you get started with Lumino Health Virtual Care. Once you're set up, you'll have convenient, unlimited and on-demand access to health-care professionals for you and your family.

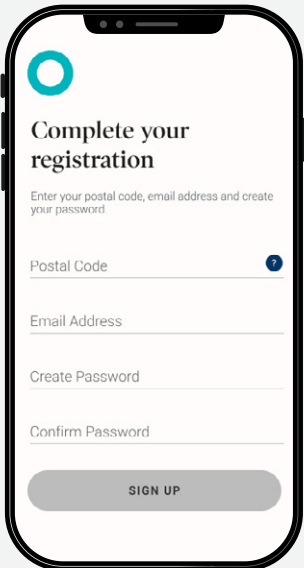


Click on **Get Started.**



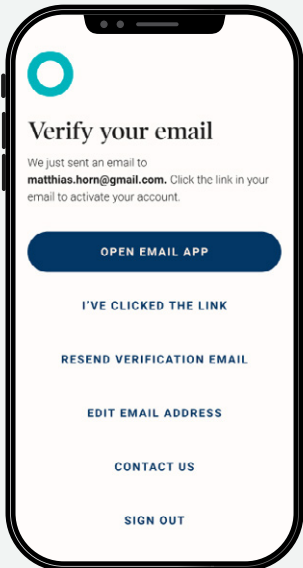
Enter your First Name, Last Name and DOB.

Click **Next.**

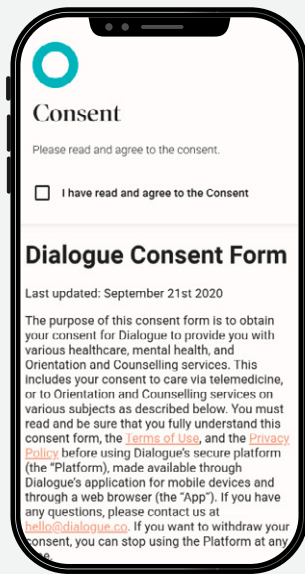


Enter all the relevant information (for email, choose an email accessible at all times).

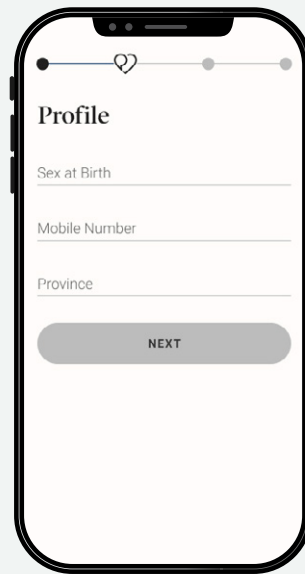
Click **Sign Up.**



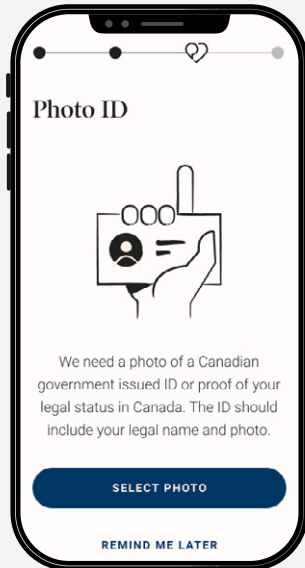
Verify your email.



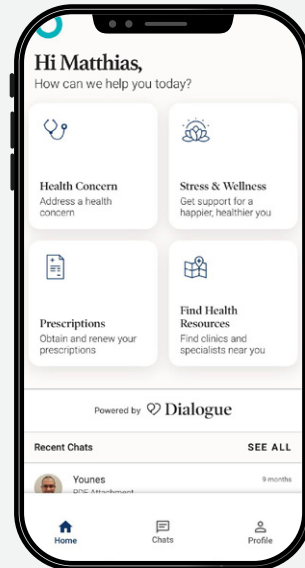
Carefully read the Dialogue Consent Form.
Click **I agree**.



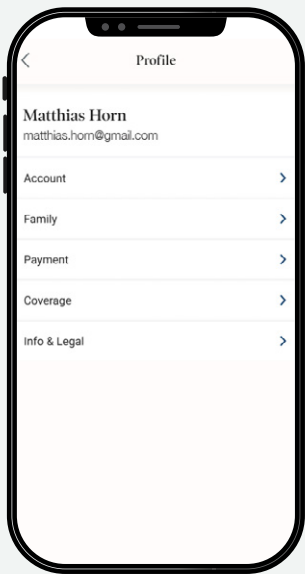
Enter your information.
Click **Next**.



Upload or take a photo of government-issued ID (used for identification purposes only).

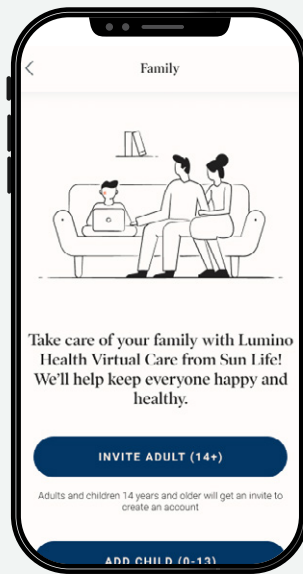


Add your family.
Click on **Profile**.



Add your family.

Click on **Account**.

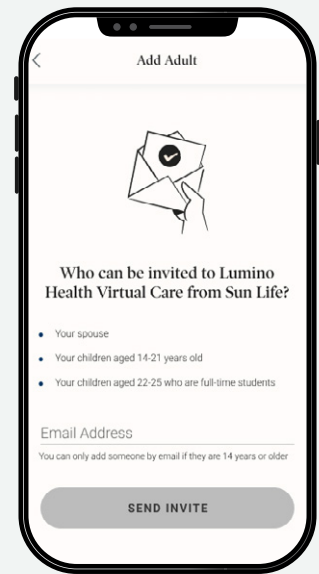


Add your family.

Note that medically speaking, 14+ is the legal age to consult on your own, so children above 14 have to be added as adults.

Click **Add Adult (14+)**

or **Add Child (0-13)**.

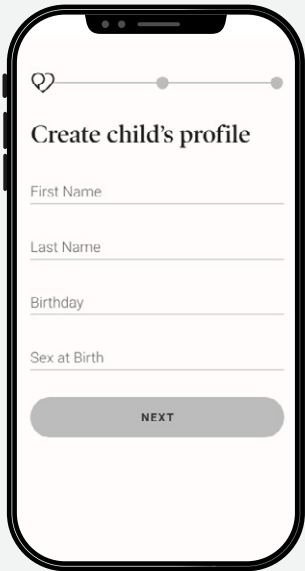


For Adult (14+).

Note that medically speaking, 14+ is the legal age to consult on your own, so children above 14 have to be added this way.

Enter their email and

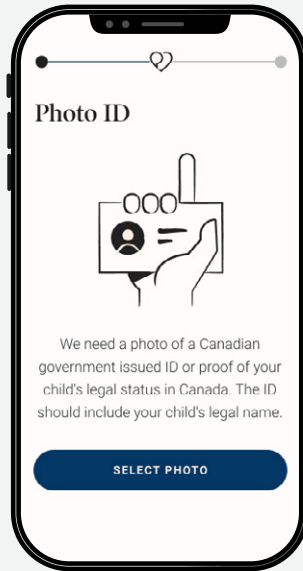
Click **Send Invite**.



For Child (0-13).

Note that medically speaking, 14+ is the legal age to consult on your own, so children above 14 have to be added as adults.

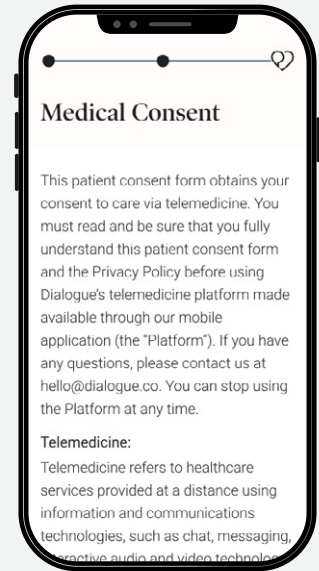
Enter all the relevant information and click **Next**.



For Child (0-13).

Note that medically speaking, 14+ is the legal age to consult on your own, so children above 14 have to be added as adults.

Take or upload a photo of your child's government-issued ID.



For Child (0-13).

Note that medically speaking, 14+ is the legal age to consult on your own, so children above 14 have to be added as adults.

Carefully read the Medical Consent form.

Click **I agree**.

Now you're all set up!

Convenient, unlimited, and on-demand access to health-care professionals for you and your family

Welcome to Lumino Health Virtual Care

Lumino Health Virtual Care, powered by Dialogue, is the leading Canadian virtual care platform offering a portfolio of health-care services to keep you and your family healthy.

We are here to help Canadians be happier, healthier, and performing at their best by providing access to health and wellness resources.

When to Contact Us

We're here to help across a broad range of common ailments. Below are examples of the conditions we can evaluate or treat virtually through our app.

Certain conditions: sinus pain, headaches, cough, fever, vomiting or diarrhea

Dermatology conditions: skin rashes, hives or abrasions

Minor emergencies: urinary tract infection, conjunctivitis or sinusitis

Mental health questions: stress, anxiety, fatigue or depression

Advice regarding minor injuries: cuts, bites, muscular or joint pains

Sexual health: sexually-transmitted infection (STI) information and screening

The Lumino Health Virtual Care Experience

Consultations via phone, video, and text

Choose your preferred method of communication for consultations at a time and place that works for you.

Family coverage

Unlimited access to nurses, nurse practitioners, and doctors for your dependents and your spouse.

Prescription renewals and refills

Receive medication prescriptions and renewals for conditions that can be safely evaluated or treated through virtual care. Have medication delivered for free to your doorstep.

Specialist referrals and lab requests

If we can evaluate your condition and it requires blood tests, imaging or a referral, Lumino Health Virtual Care can assist with those as well.

Health-care navigation

Lumino Health Virtual Care can guide you towards the appropriate health-care system resources when an in-person consultation is needed.

Privacy and security

Our platform is 100% confidential and secure. Under no circumstance can your employer or family members access your information or health records.

Pan-Canadian access

Whether you live in a rural area or you are travelling for business, Lumino Health Virtual Care is accessible anywhere in Canada.

Patient privacy and confidentiality are the cornerstones of Lumino Health Virtual Care powered by Dialogue

How we ensure patient privacy and confidentiality



It's your data!

Your personal health data belongs to you. While we will communicate basic information (with your consent) for lab tests and prescriptions, only you have the power to request that your personal file be shared outside of Lumino Health Virtual Care with non-Lumino Health Care Team Members



Secure channels of communication

We only use secure methods to communicate information:

- End-to-end encrypted Dialogue platform
- Fax

We pride ourselves on meeting and exceeding patient data security standards.



Restricted access

We operate a strict need-to-know policy. Only Lumino Health Care Team members directly involved in delivering your care are permitted to consult your file. Access to the Care Team is also tightly controlled.



Holding our people accountable

Our Care Team practices safe medicine and is required to adhere to strict guidelines. Every member is regularly reviewed by Dialogue's internal Clinical Quality Auditor to ensure best-in-class quality of care.

“Lumino Health Virtual Care makes patient privacy a top priority. All of our processes, policies, and technology are designed to carefully protect our patients’ personal health information and to meet or exceed all laws and regulations.”

– Dr. Mark Dermer, Dialogue MD, Medical Director and Chief privacy Officer

What information may be shared with my organization?

All data is **anonymized** and **aggregated** before we consider analysis. Some examples include:

- Number of all-time total consults
- Percent of members that have created an account (no names are shared)
- For organizations with more than 250 members only, top reasons for consult



**To learn more about Lumino Health Virtual Care,
visit sunlife.ca/luminovc.**

Download the app on [Google Play](#) or the [App Store](#).



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. VC-9279-E 01-21 ry-cc

