

Secure access to virtual primary healthcare practitioners

Dialogue Virtual Healthcare services

Accessing healthcare can be challenging and inconvenient. Many Canadians don't have a family doctor, and those who do often wait days or weeks to see their physician. They have to deal with limited clinic hours, time-consuming travel and even time off work. When it's hard for your plan members to get the care they need, their health and well-being can suffer.

Fortunately, Dialogue is available to give your plan members and their families convenient, on-demand access to primary healthcare practitioners.

Available 24/7, 365 days a year, Dialogue Virtual Healthcare provides easy access to non-urgent medical care for a wide range of common health issues. Using the secure Dialogue web portal or mobile app, your plan members get fast access to an extensive network of doctors, nurse practitioners and nurses, with flexibility, convenience and shorter wait times. They also benefit from in-app prescription renewals and refills, personalized follow-ups after every consultation, and concierge-level navigation support for all referrals to in-person specialists when needed.

Dialogue's industry-leading platform provides an all-in-one patient journey to address health issues, reducing long wait times and time away for doctor appointments.

Connecting to primary healthcare

Access to virtual healthcare can help to:

- Drive employee engagement;
- Reduce absenteeism related to in-person medical appointments;
- Help manage chronic health issues;
- Attract and retain top talent;
- Build a healthier workforce.

Whether plan members have a family physician or not, they and their dependents can use Dialogue Virtual Healthcare services to look after their health and well-being. And if they do have a family doctor, Dialogue can provide any diagnoses, treatments or referral information to the physician for reference, upon patient request and consent.

Dialogue Virtual Healthcare's practitioners can:

- Provide medical advice
- Create a care plan
- Prescribe medication
- Provide specialist referrals
- Order laboratory tests

You can add Dialogue Virtual Healthcare to your plan for an additional cost by contacting your advisor.

See reverse for more information on conditions that Dialogue Virtual Healthcare can treat.

How can plan members use Dialogue Virtual Healthcare?

Virtual Healthcare can help with a variety of conditions, including and not limited to:

- Minor or known headaches
- Painless eye issues
- Infection of the upper respiratory tract
- Mild or known gastric issues
- Mild infection of the digestive system
- Asymptomatic sexual health
- Genito-urinary infection in women
- Breastfeeding support and related infections
- Dermatologic infections and eruptions
- Minor cuts or bites
- Travel health
- Prescription renewal for most known and stable conditions
- Thyroid issues
- Common mental health issues, such as depression anxiety, stress, fatigue and insomnia*

In-person healthcare visits are required for:

- Controlled substances
- Life-threatening conditions
- Condition requiring a neurological, eye, ear, lung, heart and blood vessels, abdominal or genital examination
- Moderate to major muscle and skeleton conditions

When in-person visits are required, Dialogue's care coordinators will assist the plan member with locating a healthcare practitioner in their area to schedule an appointment.

*Access to mental health therapists limited to one session per care episode