



Consult+ virtual  
health care services

## A virtual health and wellness clinic in your plan members' pockets

Health and wellness – it's important at work and home. Would your plan members perform better and be more engaged if they had:

- Quick, easy access to health care services
- The means to talk to health care professionals at home or the workplace

Extra convenience might reduce out-of-office rates and help you attract and keep talent. So, would this type of service be good for your organization?

## Introducing, Consult+

Consult+ lets your members meet with health care professionals using a secure mobile app or website. Members can do it at a time that fits their schedules. They can download the app or access the website through GroupNet for plan members.

### Members can use Consult+ to:

- Talk to health care professionals
- Get prescriptions or refills\*
- Get referrals for lab work, when medically indicated
- Find mental health and well-being specialists such as psychologists, dietitians, and work and life coaches\*\*
- See their account history (e.g., chats, prescriptions, referrals, care plans)

\*Consult+ sends prescriptions to a member's pharmacy electronically. Members can arrange delivery. Consult+ doesn't pay for prescriptions. Delivery charges may apply.

\*\*Extra costs may apply depending on a member's group benefits plan.

## Consult+ can handle non-urgent conditions

Often, physical exams aren't necessary for non-urgent conditions. Examples of conditions members can use Consult+ for are:

- Sore throat, sinusitis, rhinitis
- Eye stye, pink eye
- Asymptomatic sexually transmitted infection screening
- Uncomplicated urinary tract infections in adult women, vaginitis
- Allergies, colds, flu and nasal congestion
- Minor skin infections and inflammation, minor cuts or bites, nevus, rashes

## Access to health care professionals

Through Canada Life's third-party agreement with Dialogue, Consult+ provides virtual access to a quality medical team, including:

- Doctors
- Nurses (e.g., nurse clinicians, practitioners, etc.)
- Care coordinators
- Psychologists\*
- Dietitians\*
- Work and life coaches\*

These health care professionals are part of Dialogue's team, not Canada Life.

\*Extra costs may apply depending on a member's group benefits plan.

# Frequently asked questions

## Is the information my members share on Consult+ secure?

**Yes.** All the information on the app and website is secure and protected by Dialogue.

## What are Consult+'s hours?

Your members can use Consult+ 24/7.

## How do members get their prescriptions?

Consult+ sends prescriptions to a member's pharmacy electronically. Members can arrange delivery. Consult+ doesn't pay for prescriptions. Delivery charges may apply.

## Where can my members use Consult+?

Members can use Consult+ anywhere in Canada.

## Who can use Consult+?

- Plan members
- Their dependants who are covered by their Canada Life group benefits plan

## Is the information shared through Consult+ kept private?

**Yes.** Only the doctors, nurses and health care professionals have access to members' information. It's like seeing the family doctor. Members' personal information is private.



**Want to  
learn more?**

Contact your benefits advisor  
or Canada Life group representative

All services provided by Dialogue Technologies Inc. are Dialogue's responsibility. Canada Life isn't responsible for the provision of such services, their results or any treatment received or requested in connection therewith. Access to the Consult+ services are subject to your acceptance of the terms and conditions (including privacy policies) established by Dialogue.

Canada Life may change or cancel the service or restrict your access to any of the services provided at any time without prior notice and at its sole discretion. Any additional expenses incurred by you in relation to the service are your responsibility.

Canada Life and design are trademarks of The Canada Life Assurance Company.