



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

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