Registration and user guide

Sun Life Virtual Care, by Dialogue*

Getting started

Scan the QR code to download the **my Sun Life app** on your mobile device and set up your Sun Life account.

- To get help on how to register and sign into the **my Sun Life mobile app**, go to sunlife.ca/support

App Store is a trademark of Apple Inc., registered in the U.S. and other countries. Google Play is a trademark of Google Inc.

Download on the App Store

GET IT ON Google Play

Set up your account in a few quick steps

1. Sign into the **my Sun Life mobile app**.
2. Go to *Health Services* and select any service by Dialogue to get started. If you are an invited family member, go to "Explore health care services" tile
   OR
   From the Home screen, tap on "Explore health care services".
3. • If this is the first time you're accessing these services, you'll create a new account.
   • If the email address you entered corresponds to an existing account, you'll be asked to link your account. By doing that, you'll transfer in your care plan and interaction history from your existing account. You won't be able to do that in the future.
4. Add or invite your eligible family members by clicking on the profile icon, then Family. Your dependent will receive an email invite to register for a Sun Life account.
   • If adding dependents after you've registered, from the main menu choose the profile icon, Health-care services settings, then Family
5. Explore and start using your services.

Note: There's no option to turn-off notifications. This is to ensure you don't miss important messages or video calls from the Dialogue care team.

IMPORTANT NOTE

Your profile information may be pre-populated for you, but if not here are some tips for easy set up:

- When registering, ensure your name matches what you provided to your employer: for example, "Robert" not "Rob"
- If you're asked for a postal code, make sure to use the postal code that's on file with Sun Life
- If your first name is 12 letters or longer (or your last name is 16 letters or longer), you may need to contact Dialogue support
- Make sure you have the latest version of the **my Sun Life mobile app** to access your services from your mobile device.

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.
- Percentage of members who have created an account.

This approach ensures that individual user privacy is protected while still providing your organization with useful insights about Sun Life Virtual Care usage and adoption.



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

- Email **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 information: Call us at **1-866-881-0583**, Monday to Friday 8 a.m. to 8 p.m. ET.

Patient privacy and confidentiality are the cornerstones of Sun Life Virtual Care, by Dialogue

How we ensure patient privacy and confidentiality



It's your data!

Your personal health data belongs to you. While Dialogue 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.



Secure channels of communication

Dialogue only uses secure methods to communicate information:

- End-to-end encrypted Dialogue platform
- Digital fax

Dialogue prides itself on meeting and exceeding patient data security standards.

"Sun Life Virtual Care makes patient privacy a top priority. All Dialogue's processes, policies, and technology are designed to carefully protect our patients' personal health information and to meet or exceed all laws and regulations."

– Dr. Marc Robin, Dialogue MD, Medical Director





Restricted access

Dialogue operates on a strict need-to-know basis. Only Dialogue Care Team members directly involved in delivering your care are permitted to consult your file. Access to Dialogue's Care Team is also tightly controlled.



Holding our people accountable

Dialogue's 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.

* Dialogue is a wholly-owned subsidiary of Sun Life Assurance Company of Canada operating as a stand-alone entity. All representations about Sun Life Virtual Care, by Dialogue are those of Dialogue, Inc. and not Sun Life Assurance Company of Canada. Sun Life Assurance Company of Canada cannot guarantee the availability of the services and reserves the right to cancel the services with notice.

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. BD-1355 10-26 mk-na

Sun Life