TELEMEDICINE

Health benefits include remote clinical services

Pensioners covered by the Concordia Health Plan can access telemedicine services.

Sun Life is introducing Virtual Care by Dialogue. It's a virtual clinic that allows users to chat with a nurse or doctor about their physical and mental health, or to receive a diagnosis or prescription.

The telemedicine feature offered through **Dialogue** also extends to dependents.

If a Concordia pensioner has single coverage, they can register one additional email address with Virtual Care. Those with family coverage can add up to four email addresses.

How it works

The virtual clinic uses chat, messaging, interactive audio and video technologies to provide health-care services at a distance.

The service is available 24/7 for individuals residing in Canada, but some offerings are only accessible during regular hours, including filling a prescription. The virtual clinic's regular hours for all Canadian time zones are:

- **Monday to Friday, from 8 a.m. to 8 p.m.**
- **Saturday and Sunday, from 10 a.m. to 4 p.m.**

To register

To register, download the application. Concordians must provide their Sun Life member ID and contract number. Pensioners can access this information by logging into their Sun Life account and selecting "Coverage information." From there, they can find their member ID and contract numbers by clicking on "Print my coverage card(s)" in the Resources section.

Sun Life Provider Search

Another resource available to all Concordians is Sun Life Provider Search, a one-stop shop where individuals can locate trusted health-care providers in their neighbourhood.

To use the service, Concordians simply need to input their postal code and select a health-care specialty. Available categories include dental, paramedical, mental health, vision, medical supplies and equipment, pharmacies and medical care.

Pensioners covered by the Concordia Health Plan can also access the **searching tool** through their Sun Life account. By doing this, they can verify if they have coverage for a health-care specialty.

Virtual appointments

When searching in Sun Life, the Virtual Visits icon identifies providers who offer online appointments.

Receipts related to virtual appointments may also be submitted under the Concordia Health Plan.

T21-66810