

The Dialogue Experience

Consultations via phone, video, and text

Choose your preferred method of communication for all consultations at a time and place that works for you.

Family coverage

Unlimited access to nurses, nurse practitioners, and doctors for your dependents and your spouse.

Renewal and refills of prescriptions

Receive medication prescriptions and renewals for conditions that can be safely evaluated or treated through virtual care. Have medication delivered for free to your doorstep.

Specialists referrals and lab requests

If we can evaluate your condition and it requires blood tests, imaging or a referral, Dialogue can assist with those as well.

Healthcare navigation

Dialogue can guide you toward the appropriate healthcare system resources when an in-person consultation is needed.

Privacy and security

Our platform is 100% confidential and secure. Under no circumstance can your employer or family members access your information or health records.

Pan-Canadian access

Whether you live in a rural area or you are travelling for business, Dialogue is accessible anywhere in Canada



Ready to learn more? Create your account today by downloading the app or sign up for our virtual information session at dialogue.co/sobeys.

 Dialogue

Scope of practice

Like any general practitioner, we can help you safely with a wide range of conditions via virtual care. Those conditions include but are 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
- Renewal for most known and stable conditions
- Thyroid issues
- Common mental health issues (Depression anxiety, stress, fatigue, insomnia...)



We respect Canadian guidelines around fragmentation of care, and might not follow up for, or issue a renewal for a chronic condition already managed by the primary healthcare provider.

In any case, we will evaluate your request.

Our team can also help you find clinics, specialists, and laboratories with specific criteria, thanks to an updated and rich database of health providers.

We always place member safety first. Because we adhere to best practice, we only treat problems that we can safely assess and treat via telemedicine (i.e. when a physical examination is not mandatory).

Certain conditions may require an in-person assessment, particularly when the member has worrisome or unusual symptoms that prevent our healthcare professionals from meeting the highest standard of care.

In any case, we will always help you get an in-person assessment if the need arises.

An in-person visit is mandatory 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 in the absence of an assessment report