



What is Dialogue?

Dialogue is a virtual care platform offering a portfolio of services to keep you and your family healthy and productive



Quick Access to Care

Ask questions and describe symptoms via online chat with a qualified member of our nursing staff



Video-based Medical Consultations

Consult with one of our general practitioners or various paramedical professionals (mental health, nutrition, etc.)



Medical Request Management

Get request forms for a blood test, an X-ray, or an external reference for consultation with a healthcare professional



Prescription Management

Quickly refill or get a new prescription and pick it up at your local pharmacy.



Help with Navigating the System

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



Care History

Always have access to your medical conversations, treatment plans, prescriptions and references within the app



How to use Dialogue

Create your profile today and invite the family members covered by your plan (spouse and children), before getting sick.

STEP 1

Create your account

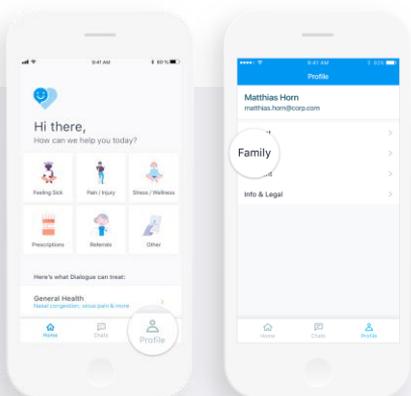
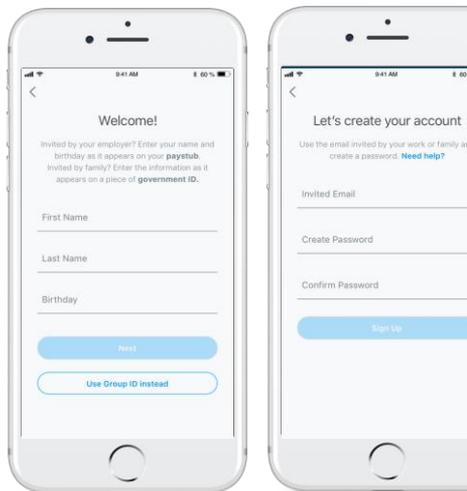
Visit <https://app.dialogue.co> to access Dialogue on your desktop, or download the Dialogue Health App from the App Store or Google Play

To register, click on “Get started” and follow the steps on the screen

STEP 2

Chat online with a member of our nursing staff

- Ask any question you may have about your health or well-being
- Plan a video consultation with a doctor
- Request a blood test
- Refill your prescriptions
- Ask questions about your child's health
- Plan a consultation with a nutritionist or a mental health specialist



Invite your family

1. Access your profile
2. Click on the “Family” tab
3. Add your spouse or your children



What is included in Dialogue's services

Included

Unlimited online chat with our nurse clinicians and nurse practitioners

Unlimited video consultations with our doctors (as needed)

Unlimited family coverage for your dependants and your spouse

Renewal and refills of prescriptions
References, lab test requests, help with navigating the healthcare system, follow-ups

Additional Costs

Consultations with nutritionists, psychologists, professional coaches or counsellors

Note

As with any in-person consultation, you will need to pay for these visits via the Dialogue app; our professionals will supply you or your family with a receipt for insurance purposes, if applicable and required

A Complete and Diverse Healthcare Team



General Practitioners
Unlimited Access



Nurse Clinicians and
Nurse Practitioners
Unlimited Access



Care Coordinators
Unlimited Access



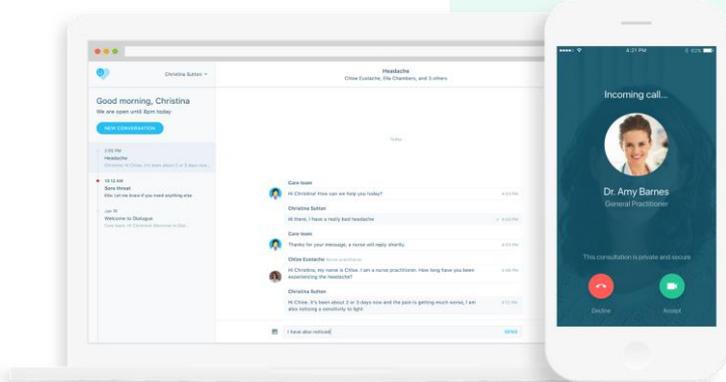
Nutritionists and
Dieticians
Additional costs per session



Professional Coaches
Additional costs per session



Mental Health
Professionals
(psychologists,
psychotherapists)
Additional costs per session





What could Dialogue assist you with?

Some Examples of What Dialogue Can Treat

Eczema
Acne
Request for Dermatology Consultation
Cold
Flu (Without Complications)
Thrush
Aphthous Ulcers
Sinusitis (Viral and Bacterial)
Cystitis
Pyelonephritis
Request for Urology Consultation
Contraception Education
Nutritional Assessment
Weight Loss Monitoring
Thyroid Function Monitoring

Some Examples of What Dialogue Cannot Treat

Infected Animal Bites
Diabetic Foot Ulcer
Complicated Injuries
Angioma
Oncology
Flu with Complications
Hemoptysis
Decompensated Asthma
Otitis
Ear Wax Removal
Prostatitis
Treatment and Follow-up of HIV
Vaginosis
Acute Abdominal Pain
Appendicitis

Each interaction is different. Here's how the same condition can be handled differently.

Use case examples: **Sinusitis**

Case 1 :

Sinus congestion lasting less than 2 weeks, slight cough, clear secretions, no worrisome symptoms



Nursing Triage + Nursing Care + Follow-Up

Case 2 :

Sinus congestion lasting over 3 weeks, thick green secretions, fever, sinus and tooth pain, no worrisome symptoms



Nursing Triage + Video Consultation with a Doctor + Possible Antibiotics + Follow-Up

Case 3 :

Congestion and one or more of the following: cough worsening over the last 10 days, wheezing, difficulty breathing, lung or chest pain, horrible headache, coughing up blood, general malaise, or any other worrisome symptom



Nursing Triage + External Treatment Referral (clinic or ER) and help provided by our navigation service + Follow-Up



FAQ

Is my information safe?

All the data shared through Dialogue is secured on the world's best servers (AWS), and communication is encrypted. We respect all applicable laws, including laws concerning the safety and confidentiality of patient information.

How do I obtain my prescriptions?

When a doctor prescribes medication for you, don't forget that Sobeys has a network of pharmacies where you can pick up your prescription right where you work. Note that not all consultations will result in a prescription.

Is the information confidential?

Yes. Only the nurses and doctors involved in a patient's care will have access to their information. Administrators and family members will not have access to any information, unless the patient shares it with them.

Will health issues be resolved on Dialogue?

Though we can't guarantee that all cases will be resolved, an average of 85-90% of consultations are resolved on our platform. Unresolved cases will be referred to the appropriate resources by our healthcare team.

Can Dialogue be accessed by family members?

If the family option is offered by your administrator, your spouse and dependants will have access to consultations with healthcare professionals. To add family members, please refer to page 2 of this document.



Is Dialogue available in my Area?

Dialogue is available anywhere in Canada!

When is the Dialogue Clinic Open?

As of November 2018, the regular hours when our medical team is online are Monday to Friday, from 8AM to 8PM, and Saturday and Sunday from 10AM to 4pm, in all Canadian time zones.

Issues or Questions?

If you have any questions or in case of technical problems while using the App, our dedicated team can help you from Monday to Friday, 9AM to 5PM, Eastern Time. Contact us at support@dialogue.co