

# Looking for a second opinion on your medical diagnosis?

Receive expert health advice you can count on, at your fingertips  
Introducing Sun Life Medical Second Opinion, by Dialogue

Receiving a medical diagnosis can be overwhelming. Sun Life Medical Second Opinion helps you feel more confident, reassured, and informed about your health and treatment options.



# Support overview

Feeling empowered to make informed choices about your health when facing medical issues is essential. Sun Life Medical Second Opinion is an integrated health service that includes **three different features** to help meet your care needs. The process is secure, seamless and accessible anytime.

## 01.

### Expert Second Opinion

Provides you with access to a network of medical experts for a medical second opinion on an active diagnosis and treatment plan. This includes physical and mental health conditions. The network includes a wide range of specialties and subspecialists (including but not limited to) oncology, gynecology, cardiology, orthopedics, psychiatry, and neurology.

**Plan member example:** Alex was recently diagnosed with lung cancer. Their oncology specialist recommended a treatment plan of chemotherapy and radiation. Alex would like a second opinion before they move forward with the suggested treatment.\*

## 02.

### Mental Health Care Navigation

A mental health specialist will help you understand your mental health needs. They'll provide tailored navigation support to specialized mental health providers, resources and more. All mental health conditions are covered, including crisis situations and emergencies.

**Plan member example:** Tamika recently found out she has a critical illness. She's having a difficult time, and is looking for mental health support for stress and anxiety.\*

## 03.

### Find a Medical Specialist

A navigation service that'll help you locate medical specialists and facilities across Canada and the U.S.

**Plan member example:** Maria recently found out she needs knee surgery, but the wait time in the public sector is very long. She'd like help locating different private clinics that perform knee surgeries in her province that she can contact.\*

You can use the **Find a Medical Specialist** feature anytime, regardless of whether you've started a **Medical Second Opinion** request. All three features are independent and can be accessed freely if you're eligible for the service.

\*These examples have been created for illustrative purposes only.

**If you have group benefits coverage, Sun Life Medical Second Opinion is available to your spouse, dependent(s), parents and parents-in-law.**

# Your health journey

Easily connect to Sun Life Medical Second Opinion through the Lumino Health Virtual Care app, via mobile or web 24/7 (the app is always live). Weekly business hours are 8 a.m. to 8 p.m. ET. The service is also available through a dedicated toll-free phone line 1-833-286-5614, accessible 24/7.



01.

Sign in to the Lumino Health Virtual Care app and click on Medical Second Opinion. Or call 1-833-286-5614 to get started.



02.

The care team will ask questions to gain a better understanding of your health concerns and goals for the second opinion.



03.

They'll coordinate your review with a team of medical experts, keep you updated, and advise you on the progression of your case.



04.

You'll receive a report with the expert second opinion. You can discuss this report with your primary physician to help you make a confident medical decision. You'll have the option to schedule a virtual call with a care team member to walk through the structure of your report if needed.



05.

If requested, the care team will provide you with contact information for appropriate specialists and facilities that meet your health needs.



## Register today!

If you haven't downloaded the Lumino Health Virtual Care app, follow these simple steps to download, register and access Sun Life Medical Second Opinion.

- Go to [luminovc.dialogue.co](https://luminovc.dialogue.co).
- Download the app for **iPhone** or **Android**, or use the QR code.
- Connect to the service through a dedicated phone line accessible 24/7, 1-833-286-5614.



## Need help?

If you're having trouble using the app, website, or need help accessing your account, you can:

- Contact Dialogue by emailing [sunlife-support@dialogue.co](mailto:sunlife-support@dialogue.co) Monday-Friday 8 a.m. to 8 p.m. ET.
- Visit [help.dialogue.co/hc/en-ca](https://help.dialogue.co/hc/en-ca) and use the chat feature for assistance, for after hours and weekend support.

## Questions about your benefits plan?

Contact the Sun Life Client Care Centre (CCC) at 1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m. ET.

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Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. MC-1196-E 05-25 ri-dm

