



# WHAT DIALOGUE WILL DO FOR YOU, AS A PATIENT

DIALOGUE SERVICE PACKAGE



Dialogue is one of Canada's most innovative companies. Founded in 2016, their mission is to make Canadians happier, healthier, and performing at their best by helping them access health and wellness resources wherever they are, whenever they need it. Dialogue is backed by some of the most prestigious investors in Canada and Europe.

#### **WHAT IS THE BENEFIT TO DIALOGUE:**

Dialogue is healthcare when you need it. Visit the virtual clinic anytime on your phone.

The Canadian healthcare system can be strained. Dialogue provides you with a virtual healthcare service accessible at any time for you and your loved ones. It is designed to be patient-centric, which means time saved and greater accessibility for patients.

#### **HOW IT WORKS:**

Once your business has signed up, you will receive an email from Dialogue which will contain log in information.

For no extra cost, you will be able to invite your spouse and dependent children (14+) to also sign up.

For confidentiality reasons, all dependents must have unique email addresses.

#### **WHAT IS INCLUDED:**

Chat within minutes with nurses and healthcare professionals

Direct video-consultations with doctors for diagnosis

Prescriptions and renewals

Referrals to specialists

Free delivery of medication

Continuity of care / follow ups with the same professional

Concierge services and follows ups

#### **EFFECTIVE DATE:**

Your coverage begins on the date you are signed up as an employee or dependent and have registered with Dialogue.

#### **WHO IS ELIGIBLE:**

You, your Spouse, or your Dependent Child(ren).

##### ***Definitions:***

**"You"** means an insured employee.

**"Employee"** means an active employee of a Client of Olympia Benefits Inc. under the age of seventy (70).

**"Eligible dependents":**

**"Spouse"** means an individual under the age of seventy (70)

a) to whom you are legally married, or

b) with whom you have continuously cohabited in a conjugal relationship for a minimum of one (1) year immediately before a loss is incurred under the policy.

Only one (1) individual will qualify as a spouse.

If you are legally married but is also cohabiting with an individual as described under Item b) above, you may elect in writing which one of the individuals will qualify as a spouse under the policy. This election

must be filed with the Policyholder. The Insurer will not be bound by an election not filed before the event insured against. If an election is not filed, the spouse will be the individual to whom you are legally married.

**"Dependent Child"** means your natural child, adopted child, stepchild or a child whom you have a parent-child relationship with. The child is unmarried, dependent upon you for maintenance and support and

- a) under twenty-one (21) years of age, or
- b) under twenty-five (25) years of age (twenty-six (26) in the province of Quebec) and in attendance at an Institution for Higher Learning on a full-time basis, or
- c) by reason of mental or physical infirmity, is incapable of self-sustaining employment and is totally dependent upon you for support within the terms of the Income Tax Act.

**"Institution for Higher Learning"** is limited to universities, colleges, CEGEPs and trade schools located in Canada.

#### **PERIOD OF COVERAGE:**

You and your insured dependents are covered under this plan for: 12 consecutive months if you are part of the Olympia HSA Deluxe.

#### **TERMINATION DATE:**

Your coverage ends on the earliest of:

- 1) the date the plan is terminated with Olympia Benefits Inc.;
- 2) the payment due date if payments are not paid when due;
- 3) the date you no longer satisfy eligibility requirements of the Olympia plan; or
- 4) on the date you reach age seventy (70).

Your Spouse's coverage ends on the earliest of:

- 1) the date your Olympia Benefits Inc. plan ends;
- 2) the date he/she no longer satisfies the dependent eligibility requirements of the Olympia plan; or
- 3) on the date he/she reaches age seventy (70).

Your insured Dependent Child's coverage ends on the earliest of:

- 1) the date your Olympia Benefits Inc. ends; or
- 2) the date he/she no longer satisfies the dependent eligibility requirements of the Olympia plan.

## DIALOGUE SERVICES:

### General Health, including kids

- Nasal congestion, sinus pain
- Sore throat
- Cough
- Headache / migraine
- Fever
- Diarrhea
- Vomiting
- Minor aches and pain
- Urinary infections
- Allergies
- Sexual health (sexually - transmitted infection (STI) information and screening)
- Weight management and general nutrition advice
- Travel health
- Breastfeeding support
- Prescription refills when clinically indicated (except for benzodiazepines, narcotics and cannabis)

### Healthcare navigation

- Assist in appointment scheduling of:
  - Physicians
  - Specialists
  - Tests
  - Radiology
  - New pregnancy, etc.

### Dermatology

- Skin rash, hives
- Acne, Eczema, Rosacea
- Moles / warts
- Cold sores / Herpes
- Painless eye irritation / infection
- Abrasions
- Minor bites or cuts

### Minor injuries or traumas

- General advice on:
  - Injuries
  - Muscular pains
  - Joint pains
- Guidance on when should you seek a MD for a physical examination

### Mental Health

- Anxiety disorder
- Stress
- Fatigue
- Depression
- Mood disturbance
- Insomnia, sleep hygiene counselling
- Family, relationship, or work conflict
- Work Life coach

## WHO PROVIDES THE SERVICE:

100+ Healthcare professionals made up of the following:  
Integrated team of medical professionals: Nurses, Nurse Practitioners, Doctors.

Patient Support Team: Care Coordinators

Team of Additional Allied Health Workers: Psychologists, Psychotherapists, Nutritionists

### Additional Costs

Consultations with nutritionists, psychologists, professional coaches or counsellors. 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

## WHO TO CONTACT:

Application question/complications: [support@dialogue.co](mailto:support@dialogue.co) Monday – Friday 9AM – 5 PM Eastern time.

Once the plan has been established you will receive a package of instructions to download the Dialogue Application which is available through the Apps Store and Google Play. You would be required to update your profile using your unique email address. You are then ready to use the application and start using the services. The service hours are: Monday – Friday 8AM - 8:00 PM and Saturday – Sunday 10 AM - 4 PM