



Consult+ virtual
health care services

All about Consult+

Answers to your questions

What's Consult+?

It's health care you can access through an app or online. It lets you talk to doctors, nurses or other health care professionals for non-urgent medical care. You can use it anywhere you're comfortable talking through phone call, video or chat. You get Consult+™ as part of your group benefits plan through Canada Life™.

Consult+ is provided through Canada Life's third-party agreement with Dialogue. So, the health care professionals are part of Dialogue's team, not Canada Life.

How do I access Consult+?

Go to mycanadalifeatwork.com to sign in. If you don't have an online account for your benefits plan, select the Register button to create your account.

Once you've signed in, go to Coverages & balances, select Health, scroll down to Other coverage and you'll see a link to Consult+. You can download the Consult+ app to your phone or tablet. Or use your web browser on your desktop to access the Consult+ website.

You'll need to create a Consult+ account. This is easy, just follow the instructions. You'll need your plan number and member ID, so have this information handy!

Where do I find my plan number and member ID?

You can find both on your Canada Life benefits card.* If you don't have your benefits card handy, you can find it on mycanadalifeatwork.com.

What can I use Consult+ for?

You can use it to:

- Talk to health care professionals
- Get prescriptions or refills for most medications**
- Get referrals for lab work, when medically indicated
- Ask questions about your children's health
- Find health services such as psychologists, dietitians, and work and life coaches***
- See your account history (e.g., chats, prescriptions, care plans)

What languages can I talk to someone in?

You can interact with Consult+ health care professionals in English and French.

Where can I use Consult+?

You can use it anywhere in Canada.

When can I use Consult+?

You can use it 24/7.

Who can use Consult+?

- You, if you're enrolled in your group plan's health care benefits
- Your dependants, if you have them under your Canada Life group benefits plan

How do I add my dependants?

Only you, the primary user, can add family members. Here's how you do it:

1. Click on Profile on the app or the dropdown button beside your name on the website
2. Choose Family
3. Provide their information:
 - a. For anyone 14 and older – select Add adult and submit their email address. They'll get an email invite on how to set up their Consult+ account.
 - b. For children younger than 14 – select Add child and fill out their account information. They'll be under your personal account.

What can Consult+ evaluate or treat?

Here are some examples of what's covered:

- Sore throat, sinusitis, rhinitis
- Eye stye, pink eye
- Asymptomatic sexually transmitted infection screening
- Uncomplicated urinary tract infections in adult women, vaginitis
- Allergies, colds, flu and nasal congestion
- Minor skin infections and inflammation, minor cuts or bites, nevus, rashes

*If there was a plan number in your onboarding email, use this number.

**Mental health related prescriptions and refills are excluded.

***Extra costs may apply.

What isn't covered?

Some health issues need an in-person evaluation or aren't covered as part of Consult+. These are:

- Consultations on mental health issues. This includes mental health related prescriptions and refills
- Referrals to external specialists, which aren't suggested by our medical team
- Assistance from care managers to navigate the health care system, which isn't suggested by our medical team
- Prescriptions of controlled substances
- Life-threatening conditions
- Conditions needing 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

Consult+ is for non-urgent medical care only. The Consult+ team only treats problems they can safely evaluate through chat, video or phone calls. If you need urgent medical care, you should call 911 or go to the emergency room.

Can I see a Consult+ doctor if I already have a family doctor?

Yes, you can! Just ask and Consult+ will send a record of your check-up to your family doctor.

What about my personal information?

Consult+ is provided through Canada Life's third-party agreement with Dialogue. When you use services through the app or website, you must accept Dialogue's terms, conditions and privacy policies. Your personal information is confidential.

How much does it cost?

You get Consult+ through your group benefits plan and interacting with health care professionals is free. There may be extra fees to see specialists (nutrition, mental health, life coaching, etc.). You can pay through the app and you may be able to claim these fees through your group benefits plan.

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How does Consult+ fill my prescriptions?

Consult+ can send prescriptions to your pharmacy electronically and arrange delivery. Delivery charges may apply.

Does Consult+ cover my prescriptions?

Consult+ doesn't pay for your prescriptions. You may be able to claim the cost through your group benefits plan. It's like getting your prescription at the pharmacy yourself.



What if I need help using Consult+?

Have questions?
Sign in to mycanadalifeatwork.com and email us through the Contact us section.