

## Virtual healthcare services

On-demand medical care, available across Canada

Virtual healthcare services available 24/7



Benefit from virtual healthcare services with the Dialogue platform.<sup>1</sup> You'll have 24/7 access directly from your computer or mobile device to medical and health professionals.

### Ideal if you wish to:

- › Get non-urgent medical care on a secure and confidential platform
- › Benefit from video consultations with medical and mental health professionals
- › Get healthcare services in English or French 24/7 directly from your computer or smartphone
- › Obtain referrals to specialists, clinics and laboratories quickly

### Many services to discover

#### Live chat with members of our clinical staff

Have a question or concern? Obtain access to a clinician within minutes.

#### Video consultations with healthcare professionals

Consult a practitioner by video in less than 24 hours, 7 days a week, from your computer or smartphone.

#### Prescriptions and renewals of medication

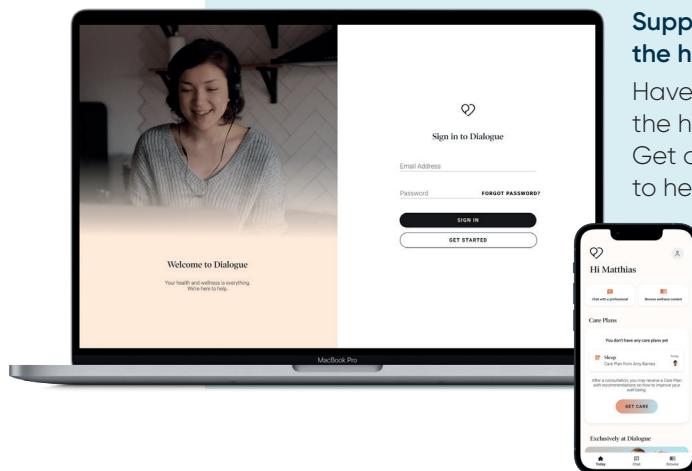
Save time by taking advantage of online prescription renewals.

#### Referrals to specialists, clinics and laboratories

Need to meet with a specialist? Get referrals quickly.

#### Support in navigating the healthcare system

Have a question about the healthcare system? Get advice and support to help you understand it.



# Dialogue

## Access Dialogue in just a few clicks

### 1 Check your eligibility

Take advantage of one of our offers including Dialogue's virtual services.

### 2 Consider the delay to activate the service

Please note that there is a delay in activating the service. You can create your Dialogue account 72 hours after signing up for an eligible offer.

### 3 Create your Dialogue account

Download the mobile app or go to the Dialogue login page.

## FAQ

### › I have a technical problem (sign-in, password, etc.). Who can I contact?

1. Visit [nbc.ca/virtual-clinic](http://nbc.ca/virtual-clinic).
2. Make sure that you have read and completed the steps mentioned in the section *Access Dialogue in just a few clicks*.
3. Find the answers to your questions in the *Advice and answers* section of *Dialogue*.
4. Can't find the answer to your technical question? Live chat with a Dialogue customer service agent.

### › What are Dialogue's hours of operation?

The Dialogue healthcare team is available 24/7.

### › Is it possible to use Dialogue when I travel outside Canada?

Medical regulations prevent Dialogue's practitioners from providing medical services to patients physically located abroad. However, our healthcare coordinators can guide you and help you find local clinics, hospitals and other health resources.



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