

♡ Dialogue



Scope of practice

FAQ: frequently asked questions

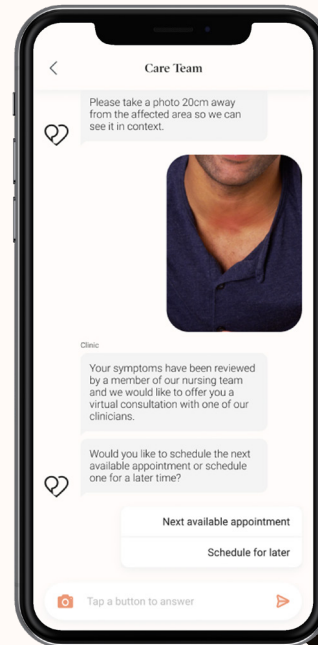
Our telemedicine services are safe...

...because we diligently follow best practices

We always place member safety first. Because we adhere to best practice, we only treat problems that we can safely assess and treat via telemedicine (i.e. when a physical examination is not mandatory).

Certain conditions may require an in-person assessment, particularly when the member has worrisome or unusual symptoms that prevent our healthcare professionals from meeting the highest standard of care.

In any case, we will always help you get an in-person assessment if the need arises.



Scope of practice

Like any general practitioner, we can help you safely with a wide range of conditions via virtual care. Those conditions include but are not limited to :

- Minor or known headaches
- Painless eye issues
- Infection of the upper respiratory tract
- Mild or known gastric issues
- Mild infection of the digestive system
- Asymptomatic sexual health
- Genito-urinary infection in women
- Breastfeeding support and related infections
- Dermatologic infections and eruptions
- Minor cuts or bites
- Travel health
- Renewal for most known and stable conditions
- Thyroid issues
- Common mental health issues (Depression anxiety, stress, fatigue, insomnia...)

In any case, we will evaluate your request.

Our team can also help you find clinics, specialists, and laboratories with specific criteria, thanks to an updated and rich database of health providers.

An in-person visit is mandatory for:

- Controlled substances
- Life-threatening conditions
- Condition requiring 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



Night shift scope of practice: what changes?

In order to provide high-quality, complete and timely care, some requests made at night might be directed to a consultation during the day.

These cases are usually the ones that require coordination between different healthcare providers that are unavailable at night.

This includes: non-acute mental health concerns, travel health consultations, sexual health consultations, non-urgent navigation in the healthcare system



Who we evaluate or treat



Who is eligible to use Dialogue?

- Members of an organization subscribed to Dialogue and their immediate family (limited to spouse and children) for organizations with family access
- Members cannot consult on behalf of someone else for legal reasons (exception for children under 14 and medico-legal dependents)
- Children aged 14 and older are required to have their own Dialogue account and cannot use their parents' accounts
- Members are required to be physically located in Canada when using Dialogue. It is not possible to use our services from elsewhere except for administrative tasks (appointment booking, healthcare navigation). NB: It is possible that your access includes consultations with one of our partners abroad.

Additional services for a fee



What are our additional services?

Other healthcare professionals can be accessed through Dialogue at an additional fee (may vary based on the location and the practitioners, please enquire with our care-coordinators).

It is also possible that access to certain of these healthcare professionals may be free of charge to you, depending on the services your organisation has subscribed to.

All members of the Dialogue team are licensed and go through a very selective screening.

- Nutritionists
- Occupational therapists
- Psychologists
- And more to come...



If you have questions please
contact support@dialogue.co

WWW.DIALOGUE.CO