



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 website. 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](https://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 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](https://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
- Access self-led therapy for mild and moderate depression and anxiety
- 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 noted in your onboarding email, use that number instead.

\*\* Mental health related prescriptions and refills are excluded.

\*\*\* Depending on your group benefits plan, coverage options may vary and 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.

## What's self-led therapy and how does it work?

Self-led therapy, or internet-based cognitive behavioural therapy (iCBT), is preventative support for people with mild to moderate symptoms of depression and anxiety. It can help you build skills to cope with mental health issues before they become debilitating. Self-led therapy isn't meant to replace traditional treatments but to give you an online option where you can safely and quickly access qualified support at any time.

After you fill out a Consult+ questionnaire to discover your health score, you'll get a suggestion on which modules may help you. You can do the modules at your own pace, so there's no need to make an appointment.

You can get support for:

- Depression
- General anxiety
- Social anxiety
- Divorce and separation
- Loss and bereavement

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Canada Life may change or cancel the service or restrict your access to any of the services provided at any time without prior notice and at its sole discretion. Any additional expenses incurred by you in relation to the service are your responsibility.

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## 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.

## 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](https://mycanadalifeatwork.com) and email us through the Contact us section.