

CONCORDIA

TELEMEDICINE

Health benefits include remote clinical services

Pensioners covered by the [Concordia Health Plan](#) can access telemedicine services.

In partnership with [Lumino Health](#) and Dialogue, Sun Life is introducing [Lumino Health Virtual Care](#). It's a virtual clinic that allows users to chat with a nurse or doctor about their physical and mental health, or to receive a diagnosis or prescription.

The telemedicine feature offered through Lumino also extends to dependents.

If a Concordia pensioner has single coverage, they can register one additional email address with Lumino Health Virtual Care. Those with family coverage can add up to four email addresses.

How it works

The virtual clinic uses chat, messaging, interactive audio and video technologies to provide health-care services at a distance.

The service is available 24/7 for individuals residing in Canada, but some offerings are only accessible during regular hours, including filling a prescription. The virtual clinic's regular hours for all Canadian time zones are:

- Monday to Friday, from 8 a.m. to 8 p.m.
- Saturday and Sunday, from 10 a.m. to 4 p.m.

Internet Explorer does not currently support Lumino Health Virtual Care.

[To register](#), Concordians must provide their Sun Life member ID and contract number. Pensioners can access this information by logging into their [Sun Life](#)

[account](#) and selecting "Coverage information." From there, they can find their member ID and contract numbers by clicking on "Print my coverage card(s)" in the Resources section.

Lumino Health Community

Another resource available to all Concordians is [Lumino Health Community](#), a one-stop shop where individuals can locate trusted health-care providers in their neighbourhood.

To use the service, Concordians simply need to input their postal code and select a health-care specialty. Available categories include dental, paramedical, mental health, vision, medical supplies and equipment, pharmacies and medical care.

Pensioners covered by the Concordia Health Plan can also access the Lumino Health Community through their Sun Life account. By doing this, they can verify if they have coverage for a health-care specialty before visiting the Lumino site.

Virtual appointments

Lumino Health Community has a feature that distinguishes between providers who offer virtual appointments and those who do not. When performing a search, users simply need to look for the "Virtual visits" icon to know if they can book an online appointment.

Pensioners covered under the Health Plan are also eligible to submit receipts for virtual visits. Previously, Sun Life only recognized in-person appointments but have since extended eligibility for virtual ones.