

Dialogue Virtual Healthcare

Dialogue offers eligible Sobeys employees and their families a convenient virtual health care experience. If you have a health care related question or concern, consider Dialogue as your telemedicine solution. Below are some conditions Dialogue can evaluate and help treat virtually:

- Sinus pain, headache, cough and fever
- Dermatology issues such as skin rashes, hives or abrasions
- General advice for muscular or joint pain
- Mental health concerns including stress, fatigue, anxiety and insomnia

Telemedicine is not ideal for all health concerns. If your symptoms cannot be assessed online, Dialogue will guide you appropriately.

Generally, there are four steps to a Dialogue Consultation through the app or web:

1. **Intake** - Via the app or web, answer a series of questions to begin the diagnosis.
2. **Consult** - Connect with the right medical resource, such as a nurse, nurse practitioner or doctor to further diagnose and provide medical advice.
3. **Outcome** - Receive a care plan, any required prescriptions, referrals or laboratory tests.
4. **Follow-Up** - Receive timely follow-up from the same medical professional.

Remember: if it's an emergency, call 911!

Below are a few things that Dialogue **cannot** treat or assess:

- Follow-ups to medical conditions already evaluated by a medical practitioner (e.g., oncology, chronic conditions etc.)
- Laboured breathing
- Pregnancy follow-ups
- Severe traumas such as fractures, deep cuts or burns that require physical examination
- Dialogue is only available within Canada

For children under two, conditions that Dialogue can safely evaluate may be more limited compared to adults and older children.

Eligibility

- Employees enrolled in the YouFlex health plan

How to access?

- <https://pages-support.dialogue.co/sobeys/>
- Download the Dialogue app in your app store [Apple](#) [Google Play](#)
- Click Get Started. You'll need your employee ID to register.