

SUN LIFE MEDICAL SECOND
OPINION, BY DIALOGUE

Get an expert second opinion



When dealing with a medical condition, you may feel overwhelmed and confused. You may also face tough choices, such as trying a new treatment or surgery. If you have concerns about your diagnosis or treatment plan, don't be afraid to get a second opinion.

Sun Life Medical Second Opinion, by Dialogue delivers trusted medical support when you need it most.

Make informed decisions about your health

When you're facing the uncertainty of a medical condition, requesting a second opinion could be intimidating, add unnecessary stress or result in a lengthy wait.

Sun Life Medical Second opinion, by Dialogue can help you:

- Feel confident about your diagnosis and treatment options
- Answer your medical questions and concerns
- Navigate the healthcare system with useful resources

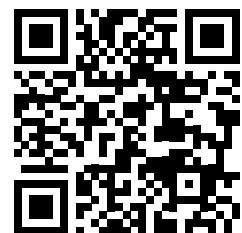
Get more out of
your coverage with
Sun Life Medical
Second Opinion,
by Dialogue

Call: 1-833-286-5614

Visit: sunlife.ca/second-opinion

Download the app

Make sure to have your policy number on hand to access the service.



Available services and how to access them

Expert Second Opinion

Get a second opinion from a medical specialist for both physical and mental health conditions.

What to expect

- You'll initiate a request through the call centre. You'll speak with a care team member about your medical condition and goals for a second opinion. They'll assist you with setting up an online account to support you through the process. Make sure to have your mobile device/laptop/tablet ready for this step.
- You'll provide the necessary medical information or consent for it to be collected on your behalf. For mental health care, this step may also include a live assessment.
- A medical specialist reviews your case and prepares a written report on your diagnosis or treatment plan.
- The report is provided to you by a member of the care team. This report can be sent directly to your primary physician with your consent.

For example: Lisa is diagnosed with lung cancer and her oncology specialist has recommended a treatment plan of chemotherapy and radiation therapy. Lisa wants to get a second opinion before moving forward.

Mental Health Care Navigation

Get connected with a mental health specialist for all areas of concern including crisis situations and emergencies.

What to expect

- You'll initiate a request through the call centre. You'll speak with a care team member about your mental health concerns. They'll assist you with setting up an online account to support you through the process. Make sure to have your mobile device/laptop/tablet ready for this step.
- You'll have a virtual appointment with a mental health specialist. They'll identify your most urgent needs to be addressed.
- You'll receive a care plan that includes external resources tailored to your needs. This could include online or community support groups, support finding mental health providers in your area, or additional resources to learn more about mental health conditions.

For example: Abdul has recently been diagnosed with a critical illness. He is looking for mental health support for stress and anxiety to help cope in this difficult time.



Find a Medical Specialist

Get help finding appropriate medical specialists in Canada and the U.S. This service is not dependent upon submitting a medical second opinion request.

What to expect

- You'll initiate a request through the call centre; this includes an intake questionnaire. You'll speak with a care team member about your needs and medical concerns. They'll assist you with setting up an online account to support you through the process. Make sure to have your mobile device/laptop/tablet ready for this step.
- The care team member helping you will search for specialists in Canada and the U.S. best suited to your needs.
- You'll receive contact information to recommended health facilities

For example: Tracy requires knee surgery but the wait time in the public sector is very long. She would like support finding a private clinic that performs knee surgery in her area.

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