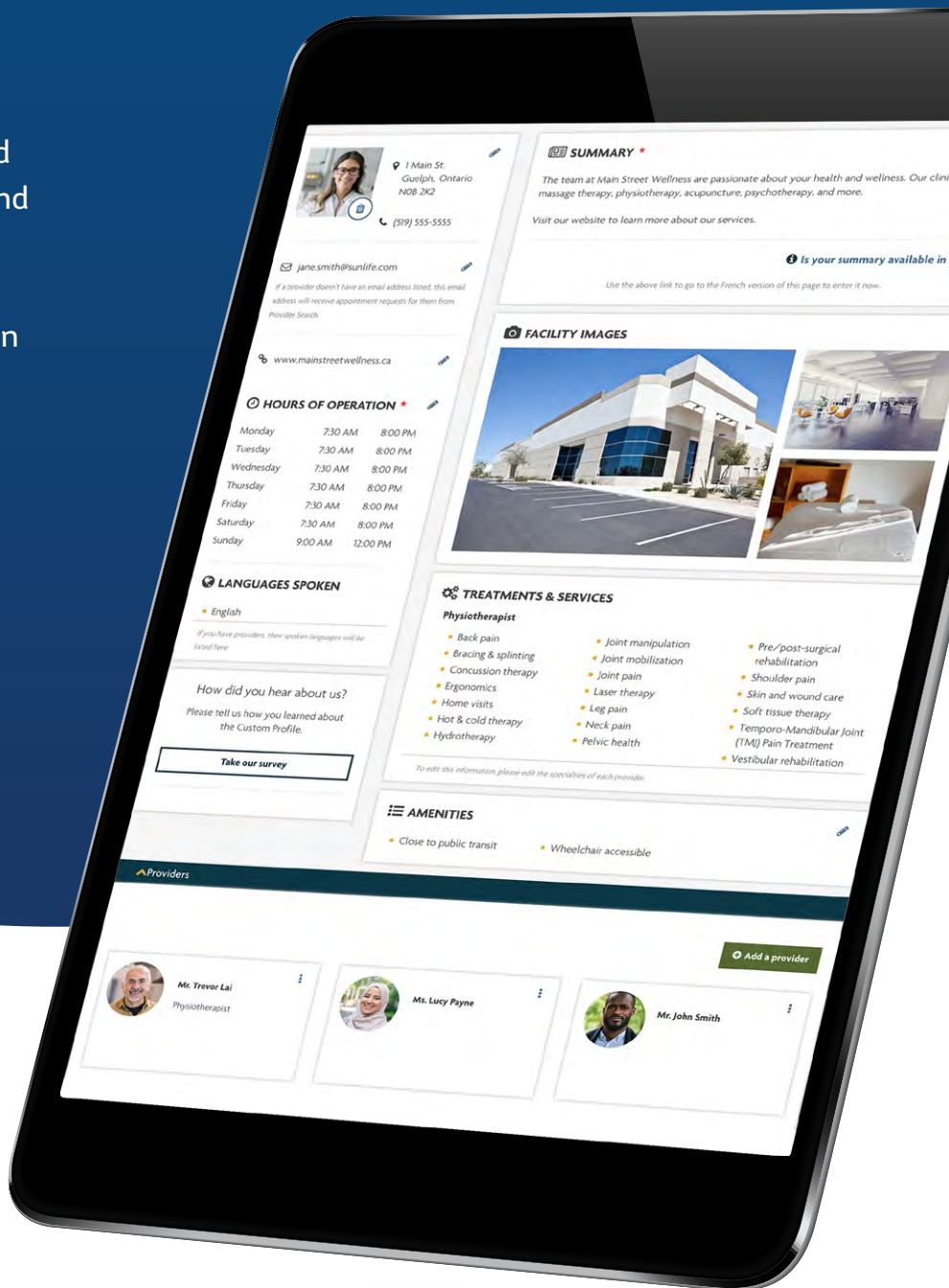# Welcome to your profile on **Lumino Health,** Canada's largest health network

Your profile is available to Canadians on luminohealth.ca and to Sun Life Clients on sunlife.ca and the My Sun Life app.

Set up your profile now so you can start attracting new patients.
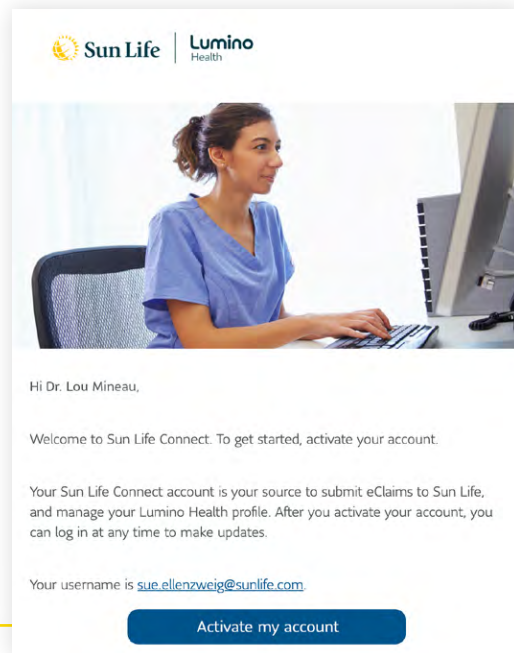

Sun Life

Lumino Health

Lumino Health 101

How to activate and log into your Sun Life Connect account

Building your Lumino Health profile

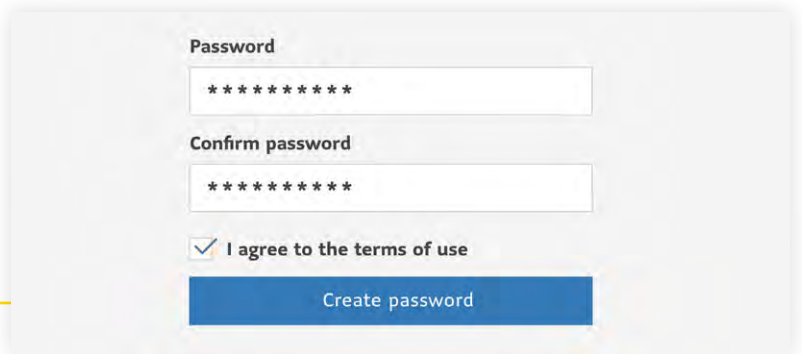# How to activate and log into your Sun Life Connect account

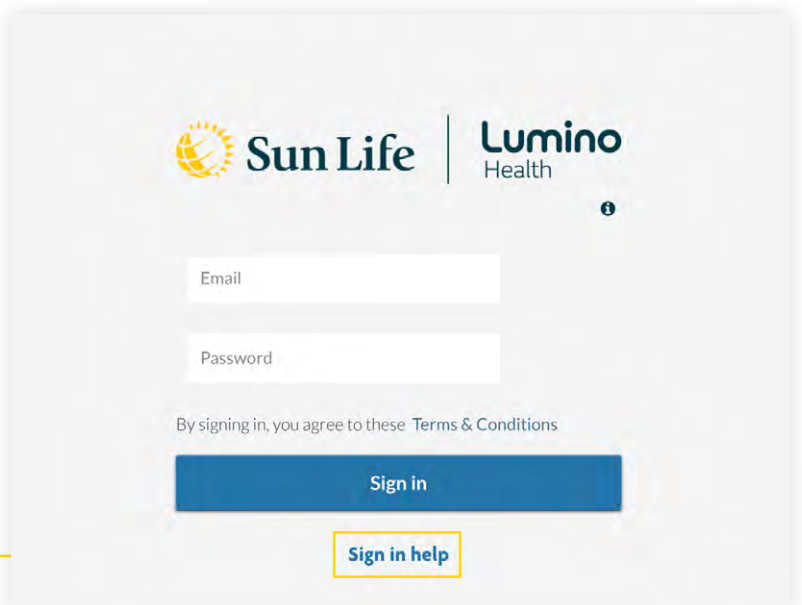To access your account, click on **Activate my account** in this email you received.

Next, you'll be prompted to create a password.

If you've previously logged into your account, go to Connect.sunlife.ca. This will bring you to the login page.

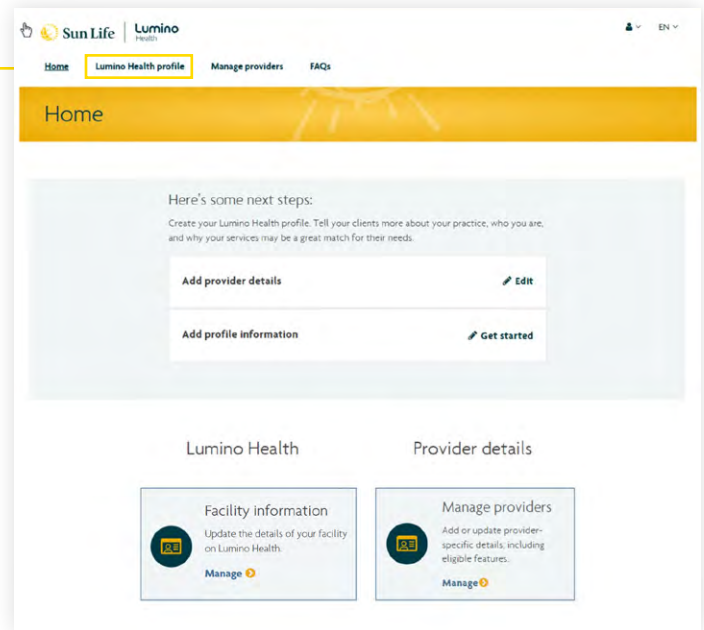Bookmark this page so you have easy access to your profile.

If you've forgotten your password, click on **Sign in help.**

Let's start building your Lumino Health profile

Click on Lumino Health profile.

TIP: Have your summary, as well as provider and facility images ready so you can easily upload them to your profile.

Setting up your facility profile

The features that come with your profile can help you get discovered by new patients. They help patients find providers that meet their specific needs.

To make the most of these features, be sure to:

✓ **Add provider profile pictures.** These images show up in the search results. Profiles with provider pictures get more clicks.

✓ **Add facility images.** Show potential patients around your facility.

✓ **Complete the facility summary.** Let potential patients know what makes your practice unique.

✓ **Complete provider summaries.** This can give potential patients a good snapshot of the provider including their education, specialties, passions and more.

Follow these steps to complete your facility profile:

Step 1.

Click edit to enter the facility name.

Step 2.

Enter the facility address and phone number. You can also upload a profile picture or your facility's logo.

Step 3.

Enter the email address you want email appointment requests delivered to.

Step 4.

Add your website. This is located just below the email field.

Step 5.

Next, add your hours of operation. Check to make sure your AM/PM hours are in order. You can also indicate **By Appointment Only** or **Closed.**

Step 6.

Add a summary to describe your practice. This can include your specialties, the providers at the practice or anything else you'd like to highlight. Your summary can be displayed in both English and French.

If you specialize in something, or there is something unique about your business, this is a great place to feature that information.

MAIN STREET WELLNESS CLINIC

📍 1 Main St.
Guelph, Ontario
N0B 2K2

📞 (519) 555-5555

✉ jane.smith@sunlife.com

If a provider doesn't have an email address listed, this email address will receive appointment requests for them from Provider Search.

🔗 www.mainstreetwellness.ca

🕐 **HOURS OF OPERATION** *

Monday	7:30 AM	8:00 PM
Tuesday	7:30 AM	8:00 PM
Wednesday	7:30 AM	8:00 PM
Thursday	7:30 AM	8:00 PM
Friday	7:30 AM	8:00 PM
Saturday	7:30 AM	8:00 PM
Sunday	9:00 AM	12:00 PM

📖 **SUMMARY** *

The team at Main Street Wellness are passionate about your health and wellness. Our clinic offers massage therapy, physiotherapy, acupuncture, psychotherapy, and more.

Visit our website to learn more about our services.

ℹ **Is your summary available in French?**

TIP: If you're not sure where to start with your Summary, here's an approach you can use. Use these three questions to build it out.
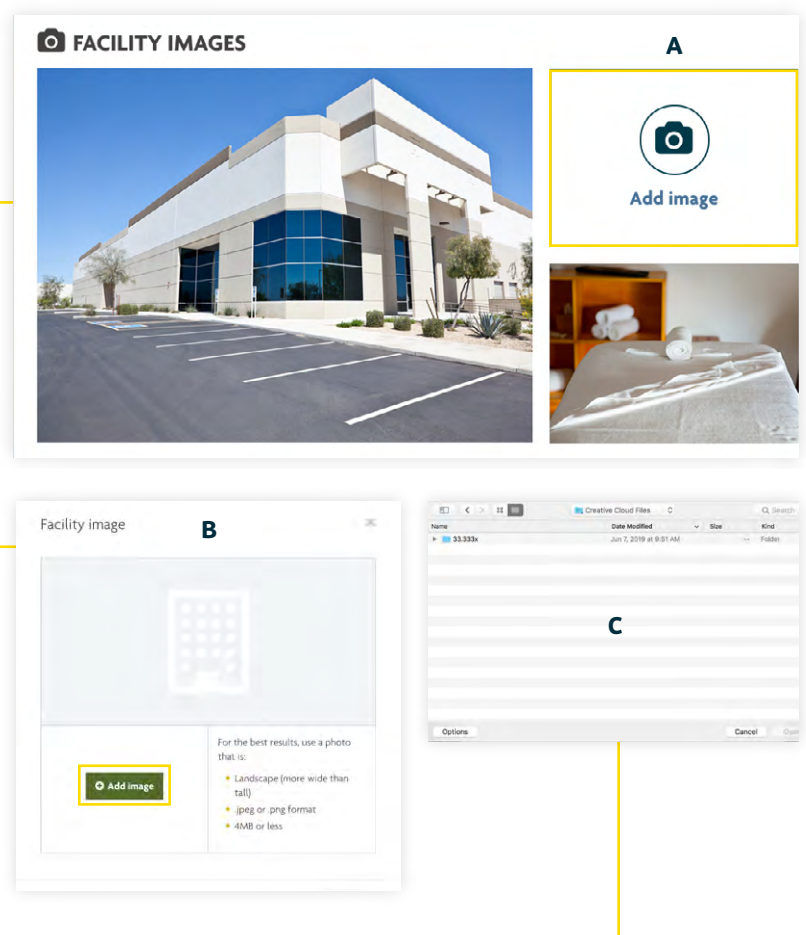
✓ **What do you do?** *"With more than 10 years of service, the team at Main Street Wellness Clinic is committed to providing services that focus on pain prevention and relief. "*

✓ **How do you do it?** *"We offer a range of health-care services to support our patients. This enables us to focus on your whole body health."*

✓ **How are you different?** *"At our modern and welcoming clinic, you will receive the care and support you need to achieve your optimal health and wellness. To help our patients learn more about maintaining their health, our staff conducts regular seminars in wellness and disease prevention free of charge."*

Step 7.

Here you can add up to three images for your facility.

a) Click on **Add image** and the **Facility image** window will open.

b) Select **Add image.**

c) **Select and upload** an image from your computer. Note: when uploading an image, it must be 4MB file size or less and jpeg or png format.

Repeat the process for each image you'd like featured, to the maximum of three.

FACILITY IMAGES

A

Add image

B

Facility image

Add image

For the best results, use a photo that is:
• Landscape (more wide than tall)
• .jpeg or .png format
• 4MB or less

C

Step 8.

Click edit to add the facility amenities

Select the amenities that apply to the facility and click **Save.**

Adding providers to the facility

Step 9.

To add a provider, you must first add the provider to Sun Life Connect. Once added to Sun Life Connect you can then update the providers Lumino Health profile.

First go to the **Manage providers** tab and click **Add a provider.**

Add the providers name, their specialties, and license details. Follow the 3 steps until provider setup is complete.

When you are adding the provider's information, make sure to select **Lumino Health profile** as one of the features.

Setting up the Provider profile

Once the provider is added to Sun Life Connect you can start the Lumino Health profile in two different places:

- Click on **Update profile** on the confirmation screen, or:

- Click on **Lumino Health profile** in the main navigation. Scroll down to the bottom of the **Facility profile** to view providers. Click on the provider name you wish to edit.
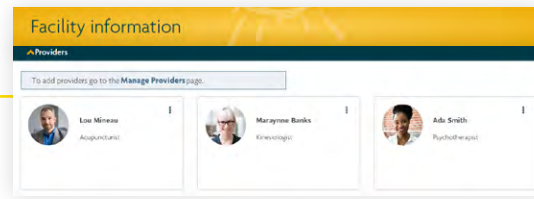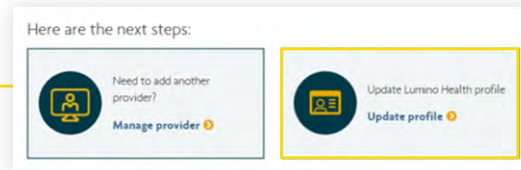
This is the Provider profile. Here you will add provider specific details including profile image, summary, booking link, specialty details (services, conditions, professional designations, and clientele), provider hours of operation and more.

NOTE: To publish your Facility profile, all provider profiles must have these 4 required fields filled in: Hours of Operation, Specialty Details: Services (minimum 1 selected), Specialty Details: Conditions (minimum 1 selected) and Gender. Gender is not applicable to all specialties and those specialties with Gender can select "prefer not to say". The Gender field is located along with the profile image and name.

Click edit to make changes to a specific section. Once you finish editing a specific section (ex. Summary) click **Save** on that section. You can then move to edit other sections as you wish.
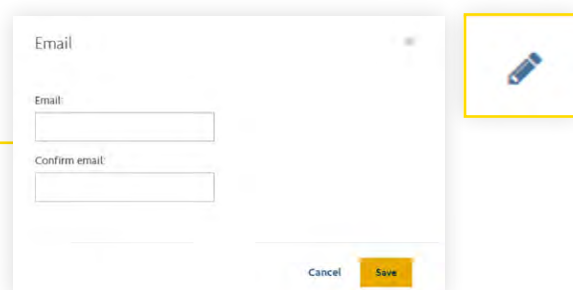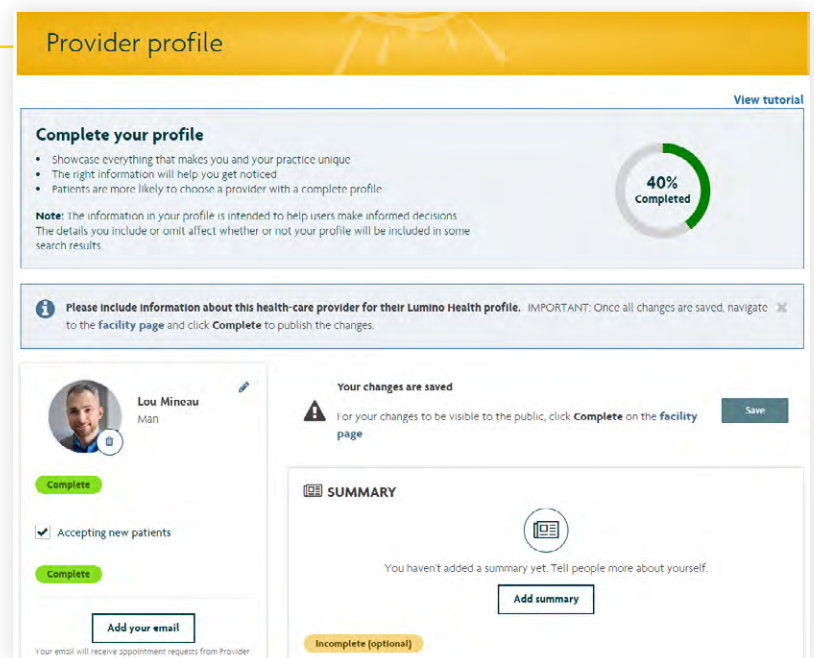
Step 10.

If you use online appointment booking*, click on **Appointment booking.**

Next, select the vendor and add your booking page link. **Confirm** your link and then click **Save.**

NOTE: When this feature is enabled, the provider's profile will include a **Book now** button. If you don't use online booking, the profile will feature a **Request an appointment** button which allows patients to send an email to either the provider or practice.

In order to include a booking link on your profile, the booking tool must allow real-time booking.
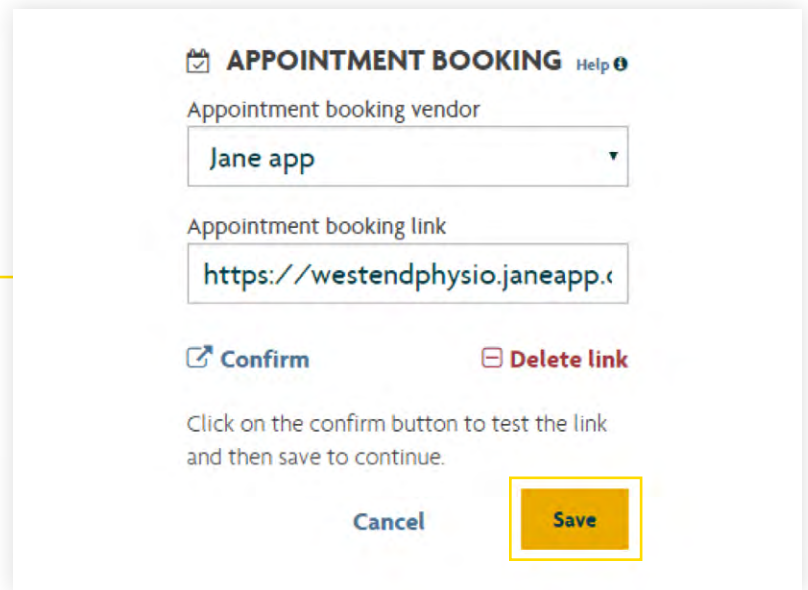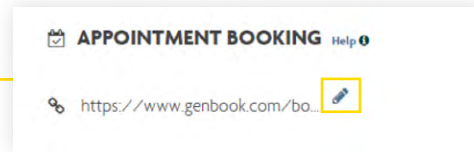
Profile scores

You will notice a score at the top of your profile. This score marks how complete your profile is.

As you scroll through your profile you will see **Complete, Incomplete (optional)** and **Incomplete (required)** tags indicating the fields you still need to complete.

IMPORTANT: Some sections include multiple fields to get the points.

The chart below shows how scores are allocated to the fields in each profile.

| Component	Value (%)
Provider Gender + Image + Name	10
Accepting New Patients	10
Email	10
Booking	10
Education	10
Operation Hours	10
Languages	10
Summary	10
Specialty Details (Services, Conditions, Appointment type, Clientele and professional designations)	10
Colleges	10

Specialty Templates

Specialty templates help you save time by applying a standard profile template to providers at your facility. Create these templates and apply them by specialty. For example, create a template for Massage Therapists. Then you have the option to apply it to multiple (or all) Massage Therapists. You would then create a different template for Chiropractors or any other specialties at your facility. Specialty templates are optional. You can still fill in provider profiles one at a time if you prefer. You also have the option to manually adjust each provider after applying the template.

There are two access points to Specialty templates.

a) On the Home page , clicking on **'Add Specialty Templates'** button

b) Or from the top navigation , clicking on **'Specialty Templates'**
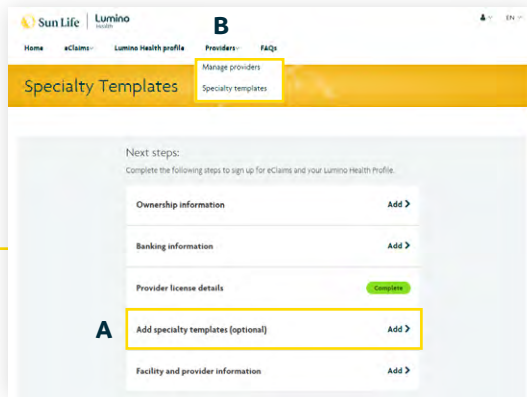
Step 1.

To Create a new Specialty template, click on the **'Create template'** button on this page

Step 2.

Select the specialty you wish to create a template for. You will have the option to:

a) Create a template using an existing providers profile or,

b) Click skip and create the template from scratch.
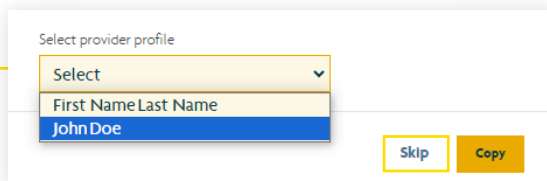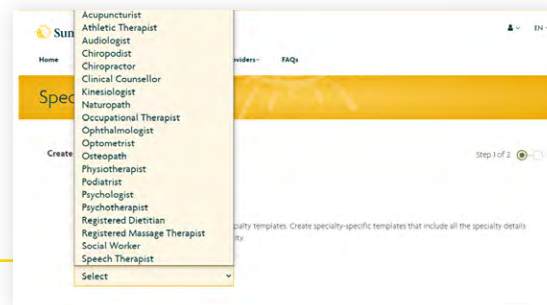
Step 3.

Select the specialty template details (services, conditions, clientele). In this example we are adding for an Acupuncturist.
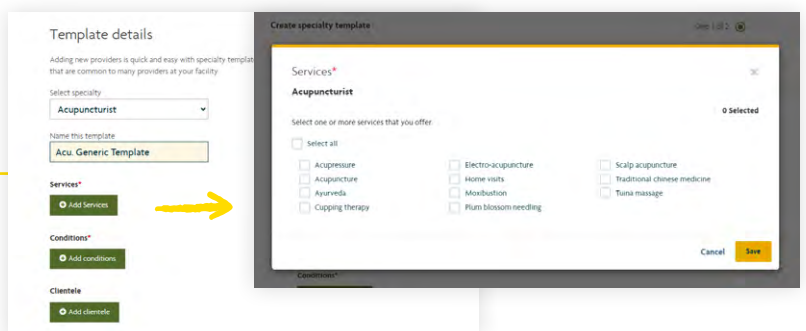
Step 4.

Apply the template to providers. Providers with the same specialty as the template will appear here.

NOTE: if you're applying a template to a provider whose profile was already filled out, it will overwrite what was previously there.

Step 5.

Clicking **Next** will then bring you to the **Review** page. You can still make edits by selecting the **Edit** button. Click **Next** to finish and go to the **Confirmation** page.

Step 6.

The Confirmation page shows a Success message and two call-to-action buttons.

1. The **Create a template** button will bring you back into the flow to create another specialty template.

2. The **Manage template** button will bring you back to the Specialty templates page. This is where all the templates created will appear. Here you can also **edit** or **delete** a specialty template.

EDIT NOTE: If you make an edit to a specialty template, it will need to be re-applied to each provider you wish to update.

DELETE NOTE: If you delete a specialty template, all providers will remain the same. This means they'll still have all the Services, Conditions and Clientele selections from the template.
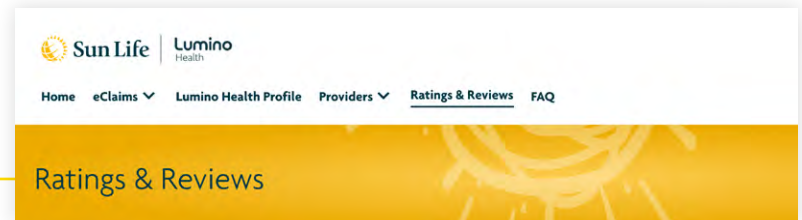
How to view and respond to your reviews

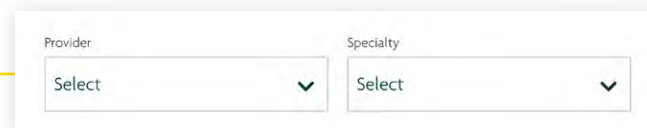**Step 1.**

Log into your Sun Life Connect account.
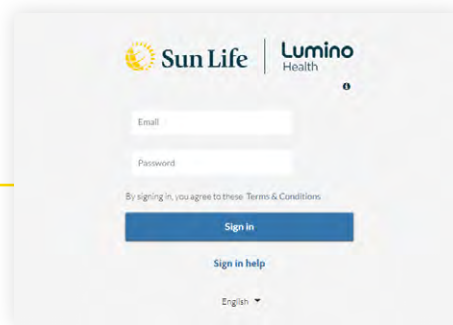
Step 2.

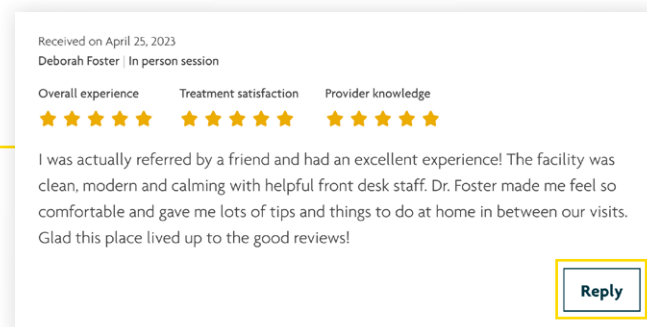Click on the **Ratings & Reviews** tab in the main navigation menu.

Step 3.

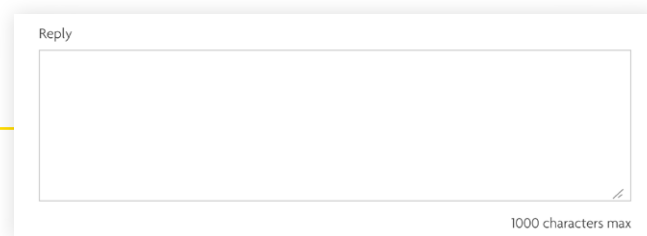You can use the filters to see reviews by provider name or specialty.

Step 4.

There is an option on each review to click **Reply.** Note these replies will be visible on your profile.

Step 5.

Clicking **Reply** will open a window where you can type your response.

Step 6.

Click **Submit** to send your review through moderation. Once approved, your reply will be visible on your profile.

NOTE: Because of the moderation process it could take up to **5–7 business days** to see your response published.
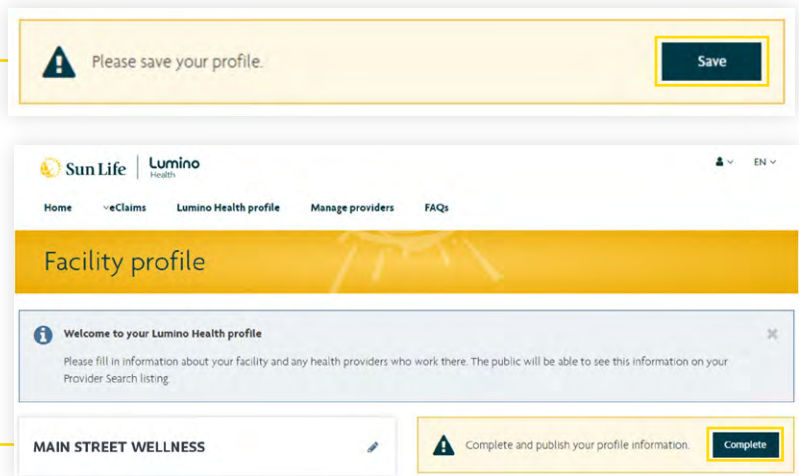
Saving and publishing your profile(s)

Make sure you click **Save** on the provider profile when you are finished.

After saving the provider profile you need to go to the Facility profile to publish your changes.

Click on the Lumino Health profile tab at the top of the page. Click **Complete** on this page which will submit the changes for review and publishing.
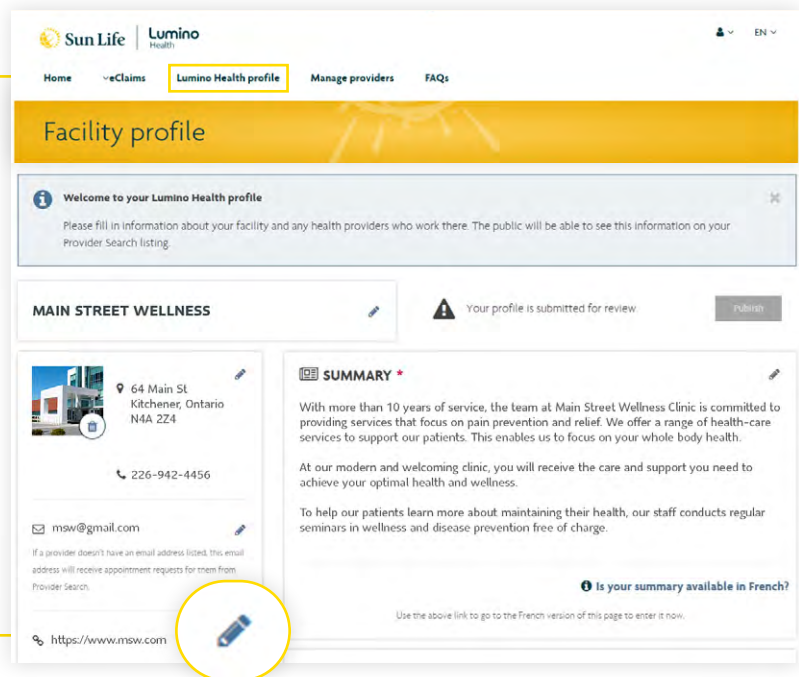
Editing the Facility

Step 11.

To edit the Facility profile, click on the **Lumino Health profile** tab.

Here, you can select edit next to any section to change it.

IMPORTANT! TO SAVE AND PUBLISH TO YOUR PROFILE:

- First click **Save** on the section you are editing.

- Then click **Complete** to update and publish your Facility profile.

- Once done you will see a note saying "your profile has been submitted for review."
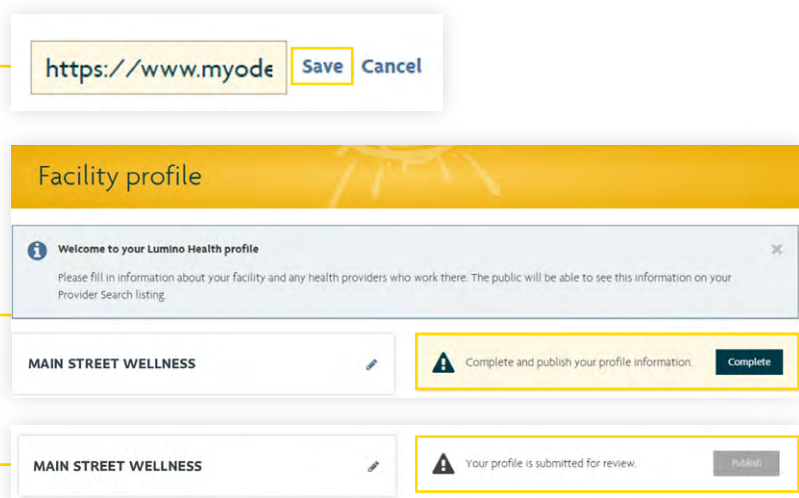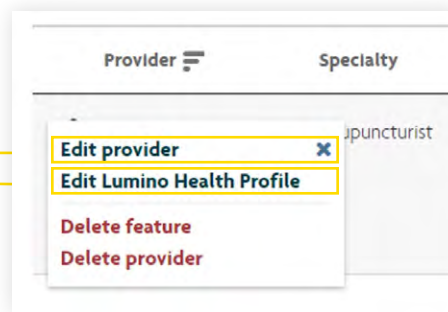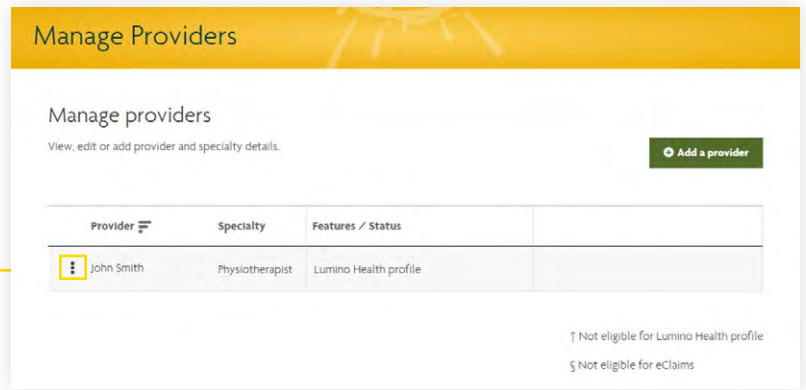
Editing a provider

Step 12.

You can edit a provider in two different sections. On the **Manage providers tab,** click the 3 dots to the left of the providers' name:

- **Edit provider** to add or remove specialties, update license information, name changes, and more.

- **Edit Lumino Health Profile** to update a provider's Lumino Health profile. This includes profile pictures, treatments & services, booking URL, provider summary, and more.

Adding a specialty to a provider

To add a specialty, you must go into the **Edit provider** section and click **Add another specialty.** Here you provide details like license information for the new specialty.

Keep following the steps until you reach the **Success!** page.

NOTE: The license number is not visible to the public. It will be used for Lumino Health's validation purposes.
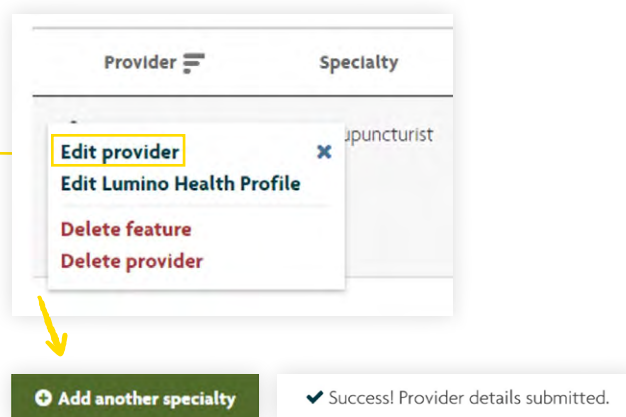
After adding the specialty, you must update your **Lumino Health Profile.**

Go to the **Manage providers tab.** Click the **3 dots** next to the provider's name you just added the specialty for. Then click **Edit Lumino Health Profile.** Here you can select **edit** next to the **Treatments & Services** section to add the specific services offered for the new specialty.

IMPORTANT! TO SAVE AND PUBLISH YOUR PROFILE CHANGES:

- Click **Save** on the section you are editing.

- Click **Save** on the Provider profile.

- Finally, click the **Lumino Health profile** tab at the top, and click **Complete** to publish the profile to the public.
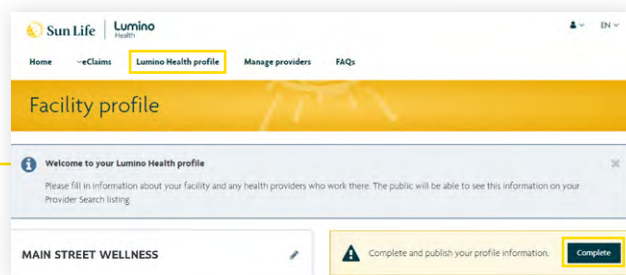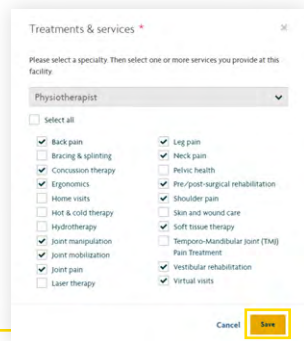
Removing a specialty

To remove a specialty, click the **Manage providers** tab.

Click on the **3 dots** next to the provider name and click **Edit provider.**

Click **Remove** on the specialty that needs removing.
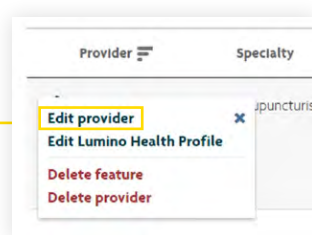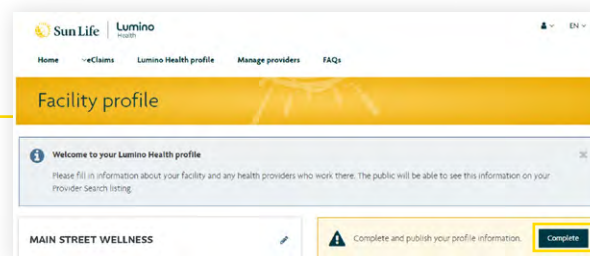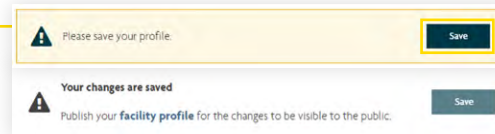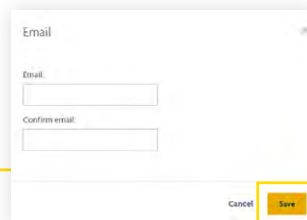
Editing a provider's Lumino Health profile

This is used to edit a provider's Lumino Health profile. This includes their profile picture, booking link, summary, treatments & services, hours of operation, and more.

- Click on the **Manage providers** tab at the top.

- Click on the **3 dots** next to the provider name.

- Click on **Edit Lumino Health Profile.**

- Click **edit** in any of the sections you wish to update.
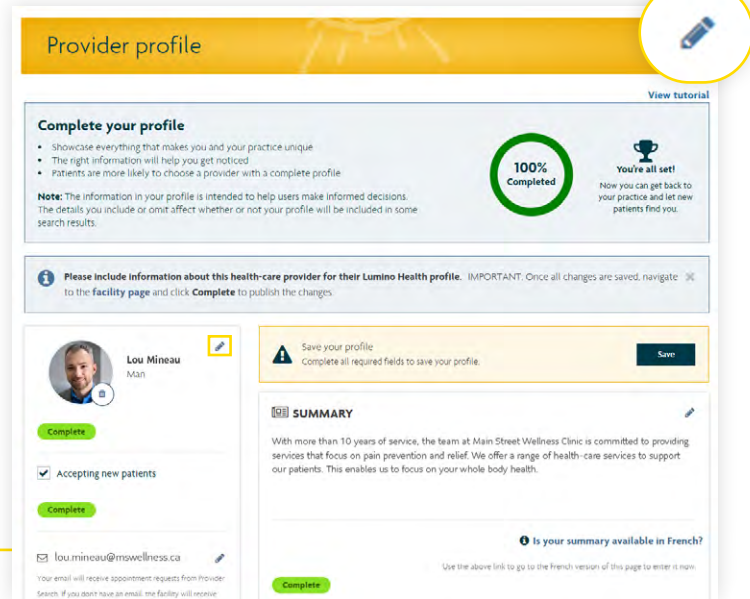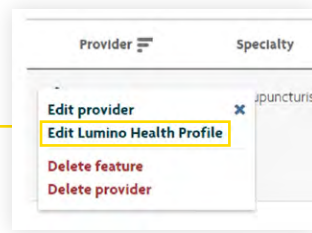
IMPORTANT! TO SAVE AND PUBLISH YOUR PROFILE:

- Click **Save** on the section you are editing.

- Click **Save** on the provider profile.

- Click the **Lumino Health profile** tab and click **Complete** on the facility profile to publish your changes.

Deleting a provider

Deleting a provider will remove all features associated with the provider including both Lumino Health Profile and eClaims. This could be used if a provider no longer works at the facility or is not practicing any more.

NOTE: Once a provider is removed future claims submitted for this provider at this location will be declined.

To remove a provider:

- Click the **Manage providers** tab.

- Click on the **3 dots** next to the provider name and click **Delete provider.**

- Select the **Reason for removal,** and click **Remove provider.**
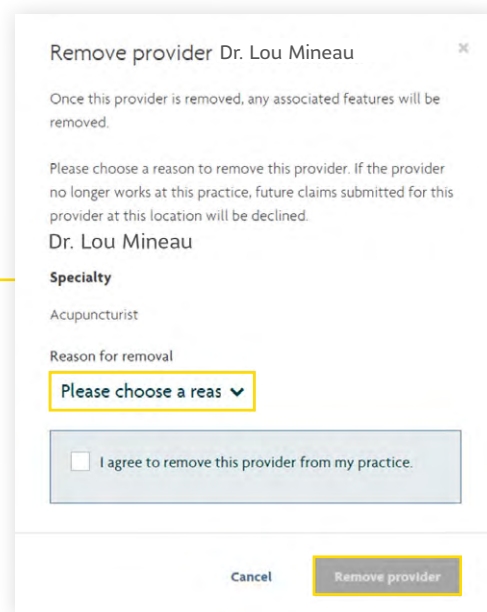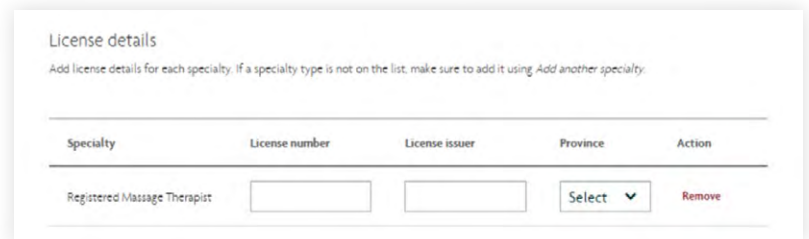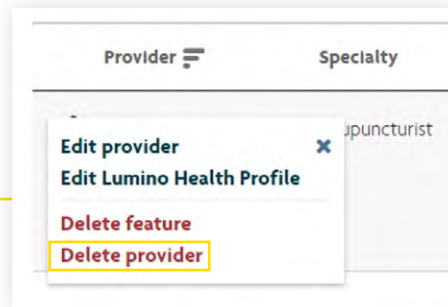
Once you've completed entering the facility information, the profile will look similar to this.

Do one last review to make sure the information is complete and correct. Then scroll to the top of your profile and click **Complete** to publish the profile.

Next, your profile is reviewed by our team and then the update is made live on the network.

Reminder: Any time you update your profile, make sure to click **Complete** so your changes can be reviewed and updated.

If you have any questions or need assistance in setting up your profile, please contact us at provider.search@sunlife.com.

NOTE: Even if you do not fully complete all the sections on your profile you can click **Complete** to submit your progress to be published. You can log in later to complete your profile.

Sun Life | **Lumino** Health

📞 1-888-619-8835

✉ provider.search@sunlife.com

Thanks for being a part of Lumino Health, Canada's largest health network.
We look forward to connecting you with new patients.