

FAQ

EMPOWER ME

TRANSITION FROM OPTIMA GLOBAL HEALTH TO DIALOGUE

Dialogue is the new service provider for Empower Me. All services are now offered virtually via a [mobile or web app](#).

What are the differences?

- A new mobile and web app
- Easy, quick access to professionals 24/7
- Appointments available in as little as 24 hours or the next day
- Live virtual coaching
- Continuity of care

What if I'm currently using Optima services?

If you have ongoing consultations with Optima, you can have up to two remaining hours with your therapist during the transition (these hours can be used during the first 30 days after the transition to finish your sessions with your current counsellor). Once these two hours are completed, you'll need to sign up for Dialogue.

Is it possible to continue with the same professional with Dialogue?

Dialogue and Optima don't share the same professionals. You'll have to start sessions with someone new.

Will my history be transferred from Optima to Dialogue?

Dialogue doesn't keep Optima files, as their network of professionals is different. Dialogue has a dedicated in-house team that can offer an extended number of sessions, much faster access to services (24 hours vs. days or weeks), etc.

SERVICES OFFERED BY DIALOGUE

How do I access Empower Me services?

Create your account on the Dialogue mobile app or on the web at www.studentcare.ca/dialogue.

What are the wait times to speak to a professional?

Appointments are available in as little as 24 hours or the next day.

Which kinds of issues can Empower Me help me with?

Empower Me is here to help you with issues of any kind:



Stress



Psychosocial support for dependencies



Mourning



Performance anxiety



Life coaching



Individual crisis intervention



LGBTQ+ services



Depression



Loss of motivation



Financial issues (2 hours)



Harassment



Work/school/family balance



Family difficulties



Nutrition issues



Parental roles



Relationship difficulties



And more

