

FAQs for Dependents

Q. Who is a dependent?

Dependents are people who have access to the services through the primary member's coverage. In general, dependents include:

- Spouse of the primary member (common law or legally married)
- Child up to the age of 25

Q. How do I create an account for a dependent (spouse or child)?

In order for your child or spouse to book a therapy session, they need to create an account using the *same organization code* as you. You should have a welcome email from Advica Health that highlights the organization code, but if you have any issues locating it, please reach out to us at clientsupport@advicahealth.com.

For non-minors, dependents can simply create an account using their own email address and the organization code and continue through the matching and book process on the platform.

If you are signing up for or with a minor, there are two options:

- 1) Create an alias email if the child is not old enough to have their own email account. For example, as a parent you can use a modified version of your own email address by adding a "+" to the prefix of the email address. If your email address is rita@abc.com, then your child can be registered using rita+child@abc.com or rita+daughter@abc.com. This will create two separate accounts where appointments can be booked separately but the email confirmations, reminders etc. will all be sent to rita@abc.com.
- 2) Have the child sign up using their own email account but configure the email settings to forward emails from the platform to the parent's email account. This can usually be done via email filters and will ensure that the child has their own account login, but the parent can easily keep track of their communication/appointments.

The option you choose depends on the maturity level of the minor child, level of parental involvement, and ability of the child to consent to the Informed Consent policy, amongst other factors.

Q. Do I attend appointments with my child?

Depending on the age of the child or dependent, a parent or guardian will need to be present for at least the first appointment if the child is under the age of consent in your province of residence. Whether or not a parent or guardian must be present during following appointments can be discussed with the care provider, but it generally relies on the child's ability to understand the information relevant to the proposed treatment in issue and appreciate the reasonably foreseeable consequences of consenting or refusing to consent.

Unlike the typical sign-up flow, where a client completes an Informed Consent Form that is automatically uploaded to their care provider, the sign-up flow for a minor must be filled out manually.