

Booking Your Telephone Interview is Easier Than Ever Before

You can now schedule appointments securely using our online booking portal.



Your insurance company has selected Dyncare Insurance Solutions to complete a tele-interview for your insurance application. All the information discussed in your call will be kept confidential.

To help prepare you for your call, we would like to share these helpful tips.

A tele-interview is approximately 25 minutes

25 min

Notifications and Updates

You can now schedule your own appointment with us online! You will receive an SMS or e-mail inviting you to book once we have received your order. Once you're booked, you will receive a link with more information on how to prepare for your interview along with appointment reminders.

Tips for a successful call

Our life and days are busy. Here are some tips to help you prepare for your tele-interview.

- Schedule your appointment in your calendar (computer, phone, physical calendar), and so you are able to focus on the call.
- Find a quiet, private place to take your call so you feel comfortable answering health-related questions.
- Review the preparation video link sent to you.
- We endeavor to call all appointments punctually. However, some conversations take longer than others - you will be contacted within 1 hour of the onset of your booking time.
- If you are using a mobile phone, ensure your phone is fully charged and that you are in an area that has good cell phone reception.
- If you get disconnected, the tele-interviewer will contact you to continue the tele-interview.

For your Tele-Interview, please be prepared to provide:

- Your family doctor's full contact information and details of your last visit to any medical professional.
- All current medications, dosages and treatment details.
- Dates of diagnosis, follow-up appointments & checkups.
- Personal details for proposed insured (including your child if applicable) including height and weight and any changes in the last 1 year.
- Family medical history including parents and siblings.
- Lifestyle details including any alcohol, tobacco and drug usage, driving history and higher risk activity participation such as scuba or sky diving, vehicle racing etc.



What to Expect

- Your interview will be approximately 25 minutes and may vary depending on the health history being covered.
- You will be asked questions about your health, lifestyle, and family medical history.
- Your information will be kept private and confidential.
- A Dynacare Health Professional may contact you for other services required by the insurance company.



Please watch our one-minute video on how to prepare for your tele-interview:

dynacare.ca/applicantvideos