

Supporting Your Journey to Healthier Living



sparrow is GroupSource's unified health and wellness concierge – a single app that provides you, your spouse, and dependents with integrated mental and physical health support, as well as additional wellness services tailored to support you through all life's challenges. By transforming the landscape of healthcare integration and accessibility, sparrow gives you seamless access to comprehensive care so you can prioritize their whole health.



Enhanced Mental Health Support

Transforming access to mental health support and resources so that you can proactively manage your mental well-being.

- Virtual and in-person individual and couples counselling
- Kid's mental health support
- Self-guided iCBT therapy to help reduce anxiety and depression symptoms
- Network of over 5,000 therapists, offering services in over 30 languages
- Access to Noojimo, Canada's only Indigenous owned, run and staffed virtual mental wellness clinic



Total Health & Life Services

sparrow is a gateway to a modernized Employee and Family Assistance Program (EFAP) that goes beyond expectation from a traditional EFAP offering.

- Health, career, and lifestyle coaching
- Legal and financial counselling
- Critical incident and 24/7 crisis support
- Substance use management
- Life Transition resources to support those navigating eldercare, childcare, pregnancy and more
- Personalized nutrition services



Virtual Healthcare

Access to our direct and seamless virtual healthcare solution, connecting plan members to a licensed physician 24/7/365, even if they are outside the country.

- Acute care for common infections, skin issues, cold and flu symptoms, and more
- Mental health support for collaborative care and specialist referrals
- Chronic care for those requiring regular touchpoints with a medical provider
- Access medical care without the need to use valuable sick days or personal time for doctors visits.



Medical Second Opinion

Gain peace of mind and confidence in your healthcare diagnoses knowing you're receiving the right treatment for the best outcome.

- Receive additional expert advice to explore treatment options, ensuring you receive the highest quality care for your needs
- Covering a range of conditions from critical illness to mental health diagnoses



Pharmacy

sparrow's integrated pharmacy combines the trusted expertise of licensed pharmacists with the ease and accessibility of a digital platform.

- Affordable dispensing fee combined with fast, free delivery wherever you are, anywhere in Canada
- Personalized prescription management includes daily dose packaging and auto-refills
- Virtual pharmacist consultations to assess medications and recommend therapy changes to support better health



Log into your sparrow account to access all your services. Available on most phones, tablets and computers.
Have questions? Contact us at 1.866.644.6881 for general inquiries or 1.833.806.2500 for MSO services.

