

WHAT IS TELEMEDICINE?

A nationwide group of board-certified medical doctors who treat patients over the phone or by email, even by web video. The doctors can diagnose, provide advice and prescribe medications. Contact a doctor any time from anywhere - home, work, commuting, on your break, after hours, weekends, or while traveling on business or vacation.

WHAT CONDITIONS CAN THE TELEMEDICINE DOCTORS TREAT?

The doctors can treat conditions where you don't need face-to-face contact. These are illnesses and injuries like a sinus infection, sore throat, headaches, earaches, allergies, pain, nausea, flu, etc. Considering that these type of conditions make up 70% of doctor's visits, most people will use the program on a regular basis.

WHAT INFORMATION DO I PROVIDE SO THAT THE DOCTOR CAN PROVIDE PROPER TREATMENT?

Just like with any new doctor, your telemed physician will require a full medical history, including a list of medical conditions, prior surgery, and current medications. This is provided online or over the phone.

HOW DO I PAY THE CONSULTATION FEE WITH MY TELEMEDICINE DOCTOR?

When you register, you will provide a credit card number to be kept on file with the service. You will be charged to this account per incident, not per call.

CAN I CALL THE DOCTOR JUST FOR ADVICE ON A TREATMENT OR TO ASK A QUESTION?

Yes - feel free to call to discuss broader topics, such as your risk for illness, the best way to treat an injury, a second opinion on treatment your local doctor has suggested, or any other topic. One of the most frequent questions is "what type of doctor I should go see for a specific condition."

CAN THE DOCTOR HELP ME DETERMINE IF I NEED TO GO TO AN EMERGENCY ROOM?

Yes - about 50% of the time, the doctor can either find a treatment that does not require visiting the ER, or can recommend another type of facility or doctor who you can visit, avoiding the high cost of the ER and the long waits. The doctor will also confirm that the ER is the best decision in many cases.

WHICH FAMILY MEMBERS CAN USE THE SERVICE?

All family members in your household, including students living away from home at school. There is no age limit, however, recognize that treatment to infants and young children will be limited as they most often need to be examined by a qualified pediatrician in a face-to-face meeting.

ARE THERE LIMITATIONS AS TO WHAT PRESCRIPTIONS TELEMEDICINE CAN PRESCRIBE?

Telemedicine physicians can prescribe a wide range of medications including, but not limited to, antibiotics, antihistamines and maintenance medications. The physicians do not prescribe medications regulated by the Drug Enforcement Agency or those that pose a potential for abuse or addiction.