

## HOW IT WORKS

Receiving quality care from experienced, specially-trained physicians is as easy as one, two, three.

**When you or your child experience the onset of symptoms (such as those associated with these commonly treated conditions), simply:**

### **Pick up the phone**

Consultations with our board-certified physicians are available 24 hours a day, seven days a week, 365 days a year. Video consultations are also available by appointment and helpful information can be communicated via email.

**1.800.530.8666 or 704-247-9192**

### **Get care**

1.800MD offers unlimited consultation times with a 15-minute average physician call back time.

### **Feel better**

Prescriptions can be written, if warranted, and instructions to put you on the road to recovery are clearly outlined.

**Once your consultation is complete, you are done without even leaving the comforts of your home.**

Beyond consultations, 1.800MD members have access to a secure portal, wellness tools, a symptom checker, electronic health records (EHR) and other helpful tools.

## FREQUENTLY ASKED QUESTIONS

### **What is 1.800MD?**

1.800MD is a national telehealth company specializing in convenient, quality medical care for individuals, families, employers, groups and others. Available 24 hours a day, seven days a week, 365 days a year, 1.800MD compliments your medical care portfolio and is an accessible and inexpensive alternative for acute conditions. With board-certified physicians in all 50 states\*, those in need can obtain diagnosis, treatment and a prescription, when necessary, through the convenience of a telephone and digital communications.

\*Subject to state regulations.

### **How does 1.800MD improve quality of care?**

1.800MD provides fast, convenient care for minor medical matters from the flu to allergies to urinary tract infections. Whether you don't have time to get to the doctor's office, you feel too sick to get off your couch or it is a holiday weekend, you can get the relief and peace of mind you are looking for just by picking up your phone 24/7/365. With one of the largest networks of telemedicine physicians in the nation, 1.800MD's board-certified physicians are equipped to diagnose, recommend treatment and prescribe medications from the comfort of your home, office or travel destination (within the United States).



### **How does 1.800MD reduce health care costs?**

1.800MD saves you money by diagnosing and treating common ailments through our telehealth solutions, thus reducing unnecessary doctor's office and emergency room visits. Data shows up to 70 percent of all urgent care and emergency room visits are unneeded, costly and can be handled with a 1.800MD telephone or video consultation.

### **What about the doctors?**

1.800MD has one of the largest networks of telemedicine physicians in the nation to ensure convenient care anywhere. A thorough review of medical licensure, training, education, work and malpractice history is performed every two years by a national third party credentialing agency in accordance with the National Committee for Quality Assurance and the Utilization Review Accreditation Committee guidelines. With an average of 15 years of internal medicine, family practice or pediatrics experience, you can rest assured each physician is properly licensed in your state, board-certified and verified by the National Physician Data Base and the American Medical Association.

### **Is there a minimum age requirement?**

There is no minimum age to consult with a 1.800MD physician. However, the patient needs to have the ability to communicate his or her condition to the doctor to ensure the physician can properly diagnose and treat.

### **I have a pre-existing condition. Will 1.800MD still accept me?**

Absolutely! 1.800MD is not insurance. We do not deny access to quality care because of pre-existing conditions.

### **Can I get a consultation after hours or on weekends?**

Yes. 1.800MD is available 24 hours a day, seven days a week and 365 days a year.

### **Are there any restrictions on how many times I can use 1.800MD?**

As a member, you have access to unlimited consultations from anywhere in the United States at any time.

### **How are prescriptions filled?**

If a 1.800MD physician recommends medication as part of your treatment plan, the prescription will be digitally sent to the local pharmacy of your choice.

### **Are there any limitations as to what can be prescribed?**

Yes. While a 1.800MD physician can prescribe appropriate medications to treat your condition such as antibiotics, antihistamines, and maintenance medicines, our physicians do not prescribe lifestyle drugs, medications regulated by the Drug Enforcement Agency or those that pose a potential for abuse or addiction.



## Why 1.800MD?

Sick kids? Check. Busy work schedule? Check. Looking for care that fits your schedule? 1.800MD offers reliable, quality health care at your fingertips with a remarkable reputation. Whether it is 2 a.m. from your toddler's room or 7 p.m. from your business trip destination, our telehealth solutions save you time and money while providing peace of mind.

Get care for common conditions including:

- Allergies
- Arthritic pain
- Flu
- Gastroenteritis
- Insect bites
- Minor burns
- Respiratory infections
- Sinusitis
- Sore throat
- Sprains and strains
- Urinary tract infection

Our network of board-certified physicians in all 50 states\* provide consultations in both English and Spanish as well as 170 additional languages. With a 15-minute average call back time, you will be receiving care in no time. Our physicians can diagnose your condition, provide treatment and prescribe medication (when appropriate) quickly and effectively, making 1.800MD's services the easy solution.

\*Subject to state and federal regulations.

