

# 24/7 Medical Consultations via Telephone, Video or Email

Consult A Doctor provides members with on-demand, 24/7 phone, video and email access to US based, licensed physicians. By using Consult A Doctor you and your family can connect instantly with our network of physicians for information, advice, and treatment including prescription medication when appropriate. Consult A Doctor's services are available to you anytime, anywhere.



## When to Use Consult A Doctor

- ✓ Primary care physician is not available or accessible
- ✓ Need treatment for your medical condition
- ✓ After normal business hours, nights, weekends
- ✓ For non-emergent medical issues, questions, or concerns
- ✓ Traveling and need medical advice
- ✓ Request prescription\* or refills



## Conditions Most Commonly Treated

Our physicians are trained to provide quality medical care for a variety of conditions such as:

- ✓ Cold and Flu
- ✓ Allergies
- ✓ Bronchitis
- ✓ Arthritic Pain
- ✓ Sore Throat
- ✓ Upset Stomach
- ✓ Sinus Conditions
- ✓ Back Problems (acute and chronic)
- ✓ Upset Stomach
- ✓ Urinary Tract Infections
- ✓ Muscle or Joint Pain
- ...and many more

## Consult A Doctor Benefits

- ✓ 24/7 access to US based, licensed physicians
- ✓ Saves time
- ✓ Saves money
- ✓ Peace of mind
- ✓ Request prescription\* or refills
- ✓ A member health portal with powerful interactive healthcare tools to enable better health
- ✓ No waiting rooms, no insurance forms
- ✓ No limitations on usage
- ✓ Cover your entire family



## Multiple Ways to Connect

### By Phone:

- ✓ **On Call Consultation:** Talk to a doctor immediately. Receive medical advice.
- ✓ **Priority Consultation:** Talk to a doctor within 1 hour. Get a comprehensive consultation, request prescription medication.
- ✓ **By Appointment Consultation:** Talk to a doctor at a time that is convenient for you. Get a comprehensive consultation, request prescription medication.



### Online:

- ✓ **E-Consult:** E-mail a doctor about sensitive medical issues. Receive medical advice. Get a response within 24 hours. Secure, discreet, HIPAA-compliant
- ✓ **By Video:** Face-to-face consultation. Talk to a doctor within 1 hour. Get a comprehensive consultation, request prescription medication.



\* If appropriate.

### For more information

**Call:** 800-DOC-CONSULT  
(800-362-2667)

**Click:** [www.MyDrConsult.com](http://www.MyDrConsult.com)

# Frequently Asked Questions



## Consult A Doctor

A doctor is just a click or a call away!

### 1. Why should I use Consult A Doctor instead of seeing my doctor?

Consult A Doctor services aid in avoiding unnecessary trips to the doctor or Emergency Room. In fact, studies have shown that 70% of visits to a doctor's office or Emergency Room are unnecessary. Consult A Doctor makes the doctor available to talk to you at any time, avoiding delays and saving you valuable time and money without sacrificing quality of care.



### 2. How do I request a consultation?

Upon activation, you can reach a doctor by visiting [www.MyDrConsult.com](http://www.MyDrConsult.com), by calling **1-800-DOC-CONSULT** (1-800-362-2667) or by downloading the iDr 24/7 mobile app. You will have access to a doctor immediately for an On Call Consult. You can also request a Priority Consult to speak with a doctor within 1 hour, schedule a By Appointment Consult that fits your schedule Monday through Friday, choose a Video Consult or E-Consult through secure messaging. There is no limit on the type of consult or frequency of use. You can speak to a doctor as often as you want!

### 3. What conditions does Consult A Doctor commonly treat?

Consult A Doctor's physicians are trained to provide quality medical care for a variety of conditions, such as:

Cold and flu	Stomach ache/diarrhea
Sinus infections	Eye/ear infections
Bronchitis	Rash/skin irritation
Allergies	Upper respiratory infections
Headaches	Urinary tract infections
Pediatrics	Yeast infections
OB/GYN	...and more!

### 4. What are the qualifications of Consult A Doctor's physicians?

Consult A Doctor holds its providers to the highest standards by putting each prospective provider through a rigorous and comprehensive evaluation process. The credentialing process involves the National Committee for Quality Assurance, the American Medical Association, and the provider's respective State Board of Medicine.

### 5. Can I get prescriptions from a Consult A Doctor physician?

Yes.\* If appropriate, Consult A Doctor's physicians are able to prescribe non-controlled substances during Priority or By Appointment Consultations and can electronically submit prescriptions to your local pharmacy.

### 6. Can I get a consultation after hours or on weekends or holidays?

Yes. Consult A Doctor's physicians are available 24 hours a day, 365 days a year.

### 7. Are there any restrictions on the number of times I can consult with a doctor?

There are no restrictions to how often you can contact Consult A Doctor's physicians. Call as often as you need!

### 8. Do you handle emergencies?

No. For an emergency, please dial 911.

### 9. Can I get information from my consult to my doctor?

Yes. You have access to your medical records and can release them to your physician. Please contact Consult A Doctor Member Services at 1-800-DOC-CONSULT (1-800-362-2667).

\*Subject to state regulations. Some states do not allow prescriptions to be issued over the phone.

