



BENEFIT HIGHLIGHTS

At **FirstCallTelemed.com**, our goal is simple. We believe that doctors seeing patients online and by phone is the only way to help make healthcare work. Patients are struggling to get access to care when they need it, and healthcare systems are eager to find ways to bring modern solutions to the equation. Every day, more and more people in need of simple care are being forced to either go without treatment or seek care settings like the ER and urgent care clinics that are not appropriate settings for their needs.

FirstCallTelemed.com gives the patient direct access to a doctor 24 hours a day, 7 days a week, 365 days a year to treat common ailments such as colds and flu, sinus infections, allergies, pink eye, etc. The consultation can take place by a phone call, email or a web-based video call, and may include discussing symptoms, treatment options and prescriptions. Telemedicine consultations are a supplement for non-emergency treatment and visits to a primary care physician. And best of all, Telemedicine helps make healthcare affordable.*

- Access to Physicians in your state 24 hours a day, 7 days a week for your entire immediate family, even when you are not in your home state.
- Treat common ailments such as colds and flu, sinus infections, allergies, pink eye, etc.
- Consult with a doctor via telephone or video conference.
- Request a doctor to call back within two hours or schedule a specific time for a consultation.
- When appropriate, the doctor may prescribe a medication for you to pick up at your selected local pharmacy.

HOW TO USE

1. Member activates account by going to www.FirstCallTelemed.com or by calling 1-866-920-DOCS (3627).
2. Members will fill out their Medical Profile by logging into their member portal or over the phone.
3. Dependents and their medical profiles can be added through the member portal. Any dependent over 18 will be set up in the member portal but will have their own log in to fill out their own medical profile.
4. Consults may be requested by logging into their member portal at www.FirstCallTelemed.com or calling 1-866-920-DOCS (3627), and a doctor will call back within two hours.

*Disclaimer

FirstCallTelemed does not guarantee that a prescription will be written. FirstCallTelemed does not prescribe DEA controlled substances, lifestyle drugs and certain other drugs which may be harmful because of their potential for abuse. FirstCallTelemed physicians reserve the right to deny care for potential misuse of services. Telemedicine is not available in Arkansas. Only video consults are available in Idaho.