

Benefit Highlights and How to Use

Benefit Highlights

At MyTelemedicine.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.

MyTelemedicine.com gives the patient direct access to a doctor 24 hours a day, seven days a week and 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.
- Request a doctor to call back within 2 hours or schedule a specific time for a visit.
- 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.mytelemedicine.com or calling 1-800-611-5601.
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.mytelemedicine.com or calling 1-800-611-5601 and a doctor will call back within 2 hours.

Disclaimer

*MyTelemedicine does not guarantee that a prescription will be written. MyTelemedicine does not prescribe DEA controlled substances, lifestyle drugs and certain other drugs which may be harmful because of their potential for abuse. MyTelemedicine physicians reserve the right to deny care for potential misuse of services.

MTM Approved Marketing Material

JUST IMAGINE: You wake up one morning with sudden cold-like symptoms: stuffy nose, cough, congestion

You have trouble getting an appointment with your existing doctor and you don't want to miss time at work by sitting in an urgent care or ER waiting room.



1

CONNECT

Patient calls 1.800.611.5601 or logs on to their member portal to schedule a consultation with a physician licensed in their state.



2

TRIAGE

Member speaks to a Care Coordinator who will triage and update the patient's Electronic Health Record(EHR) along with all symptoms.



3

CONSULT

Member consults with Physician who recommends a treatment plan. If a prescription is necessary, it's sent to the pharmacy of your choice.



4

CARE CONTINUITY

The doctor will update the member's EHR immediately after the consultation. The patient has 24/7 secure access to their member portal.

Telemedicine Benefits

SAVES TIME

Online doctor visit convenient, immediate and saves time. No long waits to get in to see a doctor and no time off of work.

SAVES MONEY

Telehealth reduces costly and unnecessary office visits, urgent care visits and emergency room visits. Online consultations are usually lower than a co-pay.

EASIER ACCESS

For people who travel, work in rural locations or live in underserved cities, Telehealth can sometimes mean receiving care or not.

MORE OPTIONS

Patients have more options with Telehealth. They can speak to a state licensed physician 24 hours a day, 7 days a week.

The Healthcare Problem

Nearly 48 million Americans are uninsured. A report by the Institute of Medicine & Health states that unnecessary care accounts for one-third to one-half of all health care costs, which equal hundreds of billions of dollars, in addition to the half-a-trillion per year experts attribute to lost productivity and disability.

As an expected thirty-million new Americans acquire health coverage, organizations are looking for new innovative ways to reduce benefit cost. There is also the fear that there will be a shortage of doctors to handle the influx of new patients.

As a result, there has been an increased focus on technology and in particular telemedicine to connect patients to doctors via telephone, video or email, which reduces healthcare costs. Telemedicine also provides patients with less expensive, quality care, as opposed to more expensive and less productive settings such as an urgent care center or emergency room.

The Solution

There is clear indication that the telemedicine industry is at the tipping point of going mainstream pushed by the implementation of healthcare reforms, escalating costs of facility-based care, economic stagnation, shortage of primary care physicians and nurses, aging baby boomers and increasing consumer demand. A closer look at U.S. trends suggests that telemedicine market growth has been driven by the implementation of the Obama administration's Patient Protection and Affordable Care Act (PPACA), a two-year-old law that has intensified the focus on telemedicine as a way to treat an increasing number of people who will be seeking health insurance and medical services. Telemedicine technology enables healthcare personnel to meet this increasing demand without delays in treatment or rationing care, the BCC Research report concludes.

MyTelemedicine.com is committed to revolutionizing healthcare by setting telemedicine's highest industry standards and designing the most up-to-date healthcare programs.

Our national network of U.S. board-certified, state licensed physicians are some of the most credentialed in the industry today. They include primary care doctors, internists, emergency room doctors as well as licensed pediatricians.

MyTelemedicine.com physicians are available 24/7/365 and provide members with convenient, quality medical consultations via telephone, secure video and secure email. Our physicians can diagnose many common conditions and recommend treatment plans including non-controlled prescription medication as necessary.

Why MyTelemedicine.com

Telemedicine is one of the fastest growing technologies in healthcare today. Distance is no longer a barrier and new devices and platforms are being created every day. According to IMS research, the use of telemedicine doubled in 2013 and the market is expected to be over \$27 billion by 2016.

As demand grows, the telemedicine industry will see many new companies enter the market. MyTelemedicine.com has positioned itself as a leader in this industry. We are revolutionizing the telemedicine industry and there are several areas in which we differentiate ourselves.

When should you use Telemedicine

- If you cannot reach your primary care physician
- If you need a short-term prescription refill
- If you have young children and are unable to see a doctor
- If it's after your doctors normal business hours
- When you're on vacation or traveling away from home
- If you have a specific health-related question
- If you're not sure you need to go to an urgent care center or ER
- If you cannot afford to take time off of work
- As a higher-quality, lower cost alternative to walk-in clinics

Common Conditions Treated

Through consultation with licensed physicians, you can receive on-demand professional guidance for the following:

- Allergies

- Asthma
- Bronchitis
- Cold & Flu
- Constipation/Diarrhea
- Diarrhea
- Rashes
- Infections

- Small Wound
- Sinus conditions
- Bronchitis
- Shingles
- Hemorrhoids
- Urinary Tract Infection
- Heartburn
- Nausea

- Skin Inflammations
- Sore Throat
- Sports Injuries
- Fever
- Headache
- Joint Aches & Pains
- Pink Eye
- Minor Pediatric Ailments

Telemedicine Prescription Policy

Physicians providing consultations for MyTelemedicine.com members may offer online prescriptions* for a wide range of products that deliver direct medicinal value. These include, but are not limited to, drug classes such as antibiotics and antihistamines. Convenience prescriptions for maintenance medicines may also be obtained in cases where a member is in transition to a new insurance plan or doctor. There is no guarantee that an online prescription will be issued on any consultation and online prescriptions will only be issued if the physician is able to gather the appropriate information to accurately diagnose and treat a given condition. Physicians will refer patients to their primary care physician or appropriate level of care when indicated.

It is important to note that MyTelemedicine.com is not a drug fulfillment warehouse. In the event a physician does prescribe medication, he/she will usually limit the supply to no more than thirty days. Patients with chronic illnesses should visit their primary care physicians or other specialists for extended care.

MyTelemedicine.com's network physicians do not issue online prescriptions for substances regulated by the DEA, those used for a non-therapeutic purpose, and/or those substances which may be harmful (potential for abuse or addiction).

It is important that expired, damaged, and unusable medications are disposed of properly. Please follow the instructions detailed on the FDA website at the following link:<http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm> regarding proper methods of disposing unused medicines.

*Online prescriptions will only be issued when indicated and approved by a physician, and as permitted by law in your state.

Electronic Health Records

Our Electronic Health Record system is a powerful, HIPAA compliant feature that centralizes and simplifies your health care management. Before consulting with a physician, we require that our members complete a comprehensive medical history profile. The information submitted to each profile is 100 percent secure and confidential, and is automatically filed as a permanent part of the member's electronic health record and is available to be updated by the member at any time. Prior to every diagnostic medical consultation, the automated system will ask the member if there are any changes or updates to the medical history that is on file. The detailed medical history is similar to the information an individual provides during his or her first office visit to a primary care physician, including past medical history, previously diagnosed conditions, current medications, and allergies.

The consulting physician reviews the medical history that is provided by the member, and any other relevant information stored in the member's HIPAA-compliant electronic health record.

Each and every one of your consultations, along with the doctor's notes and follow up discussions with you, will be recorded and saved to your e-health record online. This record can be shared with your primary care physician, ensuring proper documentation, transferability, and continuity of care. Each time you log in, you'll have complete access to detailed records of every physician encounter you've ever had with MyTelemedicine.com.

Telemedicine Phone Consultations

Telemedicine is getting better, and MyTelemedicine.com is leading the way. Whether you need simple medical advice or more in-depth treatment and diagnosis, our phone doctor consultations are the simplest way to get connected with the care you need at the precise moment you need it. Gone are the days of waiting rooms, paperwork, and long drives. Become an MyTelemedicine.com member and get connected today!

[Why phone doctor consultations?](#)

Phone doctor consultations are simple and hassle-free. No waiting rooms, no appointments, no nonsense. A few of the benefits include:

- Easy access to physicians, even on weekends
- No waiting rooms
- Diagnosis and prescriptions when applicable
- Less travel
- Complete privacy

Telemedicine Video Consultations

Live video consultations are the most effective way to diagnose and treat illnesses from a distance. That's why MyTelemedicine.com has made them an integral part of our telemedicine technology. Our telemedicine platform combines high quality video, advanced audio, and secure data transmission to effectively simulate in-person consultations.

Live video consultations are the future of healthcare, and they're here now at MyTelemedicine.com.

System & Hardware Requirements

To engage in live video consultations, you need to be equipped with the right hardware and connection. Minimum requirements include:

- High-speed Internet connection
- Flash-enabled Web browser
- Webcam
- 1 gigahertz (GHz) processor
- 1 gigabyte (GB) RAM

- Windows or Mac operating system

That's all you need to connect with a physician face-to-face from anywhere. For technical assistance with hardware setup and configuration, please call member services at 1.800.611.5601.

If you do not meet the necessary hardware or software requirements, we encourage you to consult with our licensed physicians over the phone. Simply call 1.800.611.5601 and have your Member ID number ready. If you are not yet a member you will be prompted to sign up and create an account.