

Telemedicine

Hosted by
Doctor On Demand



dr.

A doctor who is with you always — every day

With BlueShield of Northeastern New York's **Telemedicine hosted by Doctor On Demand**, you can see a doctor using your mobile device or computer. It's like having your own personal doctor on call.

As part of your health benefit, **Telemedicine hosted by Doctor On Demand** connects you to a board-certified physician by video. These doctors can review symptoms and medications, perform an exam, and recommend a treatment plan. Doctors are available within minutes or by appointment.

What can we treat?

Medical care: Doctors can treat hundreds of conditions, including common chronic illnesses and issues often seen in urgent care facilities. They frequently see patients for cough, flu, sports injury, bug bites, and urinary tract infection.

Mental health: Therapists provide a safe, confidential space for you to get the treatment you need.

How to get started

To access care visit **DoctorOnDemand.com**, download the Doctor On Demand app from the App Store (iPhone) or Google Play (Android), or text ENROLL to 68398. Call 1-800-997-6196 for Doctor On Demand support.

Children under the age of 18 cannot create an account. The parent/guardian and child attend the consultation together.

Telemedicine hosted by Doctor On Demand visits will be covered at the same benefit level as a primary care physician visit for most of our plans; please check your plan documents for your plan's specific cost-share.



BlueShield of Northeastern New York is a division of HealthNow New York Inc., an independent licensee of the BlueCross BlueShield Association. BlueCross, BlueShield and the Cross and Shield symbols are registered trademarks of the BlueCross BlueShield Association. Doctor on Demand is a separate company that provides telemedicine services to BlueCross BlueShield of Western New York members.

12570_NENY_09_17