

# SEE A DOCTOR NOW, WHEREVER YOU ARE

dr. on demand

Through our affiliation with Harvard Pilgrim, Doctor On Demand gives you virtual video visits with licensed doctors, psychologists and psychiatrists from your phone, tablet or computer.

## It's fast and easy

- Connect with a physician in minutes<sup>1</sup>
- Pay only your office visit/PCP-level cost share
- Referrals are not required
- Paperless prescriptions are sent directly to your pharmacy<sup>2</sup>

## Medical Urgent Care Visits

Doctors can diagnose, treat and write prescriptions for many conditions including:

- Coughs/Colds/Flu
- Sore/Strep throat
- Pediatric issues
- Sinus and allergies
- Nausea/diarrhea
- Rashes and skin issues
- Women's health
- Sports injuries

## Behavioral Health Visits<sup>3</sup>

Psychologists support you using talk therapy, while psychiatrists will also look for biological imbalances and can prescribe medicine as part of a treatment plan.<sup>4</sup>

<sup>1</sup>Availability more limited during overnight hours.

<sup>2</sup>Doctor On Demand physicians do not prescribe Schedule I-IV DEA controlled substances, and may elect not to treat or prescribe other medications based on what is clinically appropriate.

<sup>3</sup>Doctor On Demand is not meant for crisis or emergency mental health situations. If you are experiencing a crisis or emergency, call 911 or go to your nearest emergency room. Psychology visits are typically available within 48 hours to one week and psychiatry visits are typically available within 2-3 weeks.

<sup>4</sup>Doctor on Demand psychiatrists can prescribe medications when necessary for treatment; however, Doctor On Demand does not prescribe any controlled substances. In these cases, alternatives with less potential for abuse and dependence may be offered.

## How it works

1. Download the app on your mobile device or access [doctorondemand.com/health-plans-inc](http://doctorondemand.com/health-plans-inc).
2. Create your account and enter insurance (choose Health Plans Inc.) and pre-consult information.
3. Complete a questionnaire of current symptoms and medical history.
4. Pay cost-share via app or website.
5. Consult with a Doctor On Demand board certified provider.
6. Receive email follow up after the visit to share with your PCP, or request that it be sent directly to your PCP.

The details of your consultation will not be forwarded to your PCP without your consent.



or Web Video Visits at  
[doctorondemand.com/health-plans-inc](http://doctorondemand.com/health-plans-inc)

doctor on demand



Have questions? Contact HPI Customer Service at the phone number or website listed on the back of your member ID card.