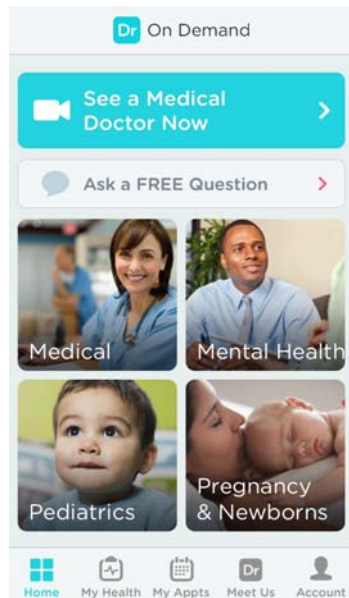




Harvard Pilgrim
Health Care



Telemedicine – Doctor on Demand Wellesley College

What is Telemedicine

- Delivery of clinical services via synchronous, interactive audio and video telecommunications systems that permits real-time communication between provider and patient.
 - Aka virtual visit or a video visit

Why Telemedicine?

- Direct some low-acuity medical services away from more costly locations such as Emergency Rooms and Urgent Care Centers
- Improve member experience through increased convenience
 - Available 7am to 11pm. Can connect before work, during lunch, after work
 - Coverage while on vacation
- Enhance provider access
 - For members in underserved/rural areas,
 - For out-of-state college students or young adults

Who is Doctor on Demand (DoD)?



- Well-known national telemedicine provider group of board-certified physicians
- Services accessed via smartphone and tablet using their highly rated free app, or by computer
 - Google Play or App Store
- On-demand low acuity, urgent visits
 - Sore throat
 - Cough
 - Rash
 - Cold and Flu
 - Conjunctivitis
 - UTI

Doctor on Demand



- Pediatric and adult
- No referral or authorization needed
- Prescriptions electronically sent to member's pharmacy
 - No controlled substances
- Member cost sharing paid within app at time of virtual visit (credit/debit card, including FSA)
 - PCP cost sharing
- Visit summary forwarded to PCP when requested by member
- Members can email or call Doctor on Demand Customer Support:
 - support@doctorondemand.com | +1 (800) 997-6196