



## Virtual Medical & Emotional Health Solutions

**First: when you or anyone in your family is sick and cannot get to work or leave work, have a virtual medical consultation NOW!**



**Secondly: when stress sets in, you or anyone in your immediate family can connect with a behavioral health clinician for confidential help!**

### Solution 1: Sick, Medical Concern? Call Anytime, Anywhere

Your 24hr Virtual Clinic™ gives you and your family IMMEDIATE ACCESS to licensed medical care 24 hours a day, 7 days a week, 365 days a year. You can get medical help by phone, app, or webcam when you can't see your regular doctor.

- NO Travel
- NO Appointments
- NO Waiting Rooms
- NO Medical Bills

#### ***When to use the 24hr Virtual Clinic? Do you...***

- Need medical advice NOW?
- Need a non-narcotic prescription or refill?
- Have a sick child, spouse, or significant other?
- Can't miss work or school?
- Away from home, anywhere in the United States\* for business or leisure?
- Too sick, too late, holiday or after hours to reach a doctor?
- Need medication while you're away from home?
- Want medical advice from a live doctor instead of the internet?

\*Prescriptions cannot be written for controlled substances or elective medications.



## Solution 2: Emotional Health Issues? Call Anytime, Anywhere

If you're feeling stressed, depressed or have severe anxiety, you have good company. Nearly **one-fifth of adults** in the United States experience emotional health issues each year. Depression is a major cause of disability, and in most cases, it isn't treated.

Your 24hr Virtual Clinic™ connects you and anyone in your immediate family with a behavioral health clinician who can help with any issues or concerns about emotional health such as anxiety, stress, depression, addictions or any other life/work balance or psychosocial issues. It's available 24 hours a day, 7 days a week, 365 days a year. This is a confidential consultation up to 30 minutes in length.

### 24hr Virtual Clinic™ Virtual Emotional Health Solution includes:

- 24/7/365 inbound coverage to a behavioral health clinician
- Telephonic access to consultations up to 30 minutes in duration
- Up to 3 consultations per individual family member per year
- Referral to outpatient counseling resources if required including referral to participant's EAP or health insurance behavioral health resources.

## Simple Easy to use the 24hr Virtual Clinic

**Call the SINGLE toll-free phone number anytime anywhere!**

- **Press 1 for a Virtual Medical Consultation**
- **Press 2 for a Virtual Emotional Health Consultation**

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\*The telemedicine consultation for 24hr Virtual Clinic is provided by either a **Medical Doctor, Physician Assistant or a Nurse Practitioner** who can write prescriptions when medically necessary and permitted by state law.

When medically necessary, the medical providers can submit a prescription electronically for purchase and pick-up at your local participating pharmacy; however, the medical providers cannot prescribe elective medications, narcotic pain relievers, or controlled substances.

For the behavioral health consultations, any child under the age of 16 must have a parent initiate services, i.e. parent is on the initial call. And parent is included in the care coordination and case management. Children 16 and over can initiate services on their own and does not require consent from a parent.