

# With Doctor on Demand, get the care you need from wherever you are:



## Virtual video visits with licensed doctors, psychologists and psychiatrists

### Medical urgent care visits:

#### Fast and easy

Connect with a physician in minutes.<sup>1</sup>

#### You're covered

Harvard Pilgrim members pay the PCP-level cost sharing. No referral is required to see a Doctor on Demand provider.

#### Great physicians

Board certified and licensed in your state.<sup>2</sup> Multiple languages available.<sup>3</sup>

#### Treat many conditions

Treat nearly any non-emergency medical condition.

#### Get a prescription

Fast and paperless prescription fulfillment to your pharmacy.<sup>4</sup>

*Continued on reverse* 



### Top Medical Issues Treated:

- Coughs, colds
- Sore/Strep throat
- Flu
- Pediatric issues
- Sinus and allergies
- Nausea/diarrhea
- Rashes and skin issues
- Women's health: UTIs, yeast infections
- Sports injuries
- Eye issues

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

<sup>2</sup> Doctor on Demand operates subject to state laws. Doctor on Demand is not intended to replace an annual in-person visit with a primary care provider.

<sup>3</sup> Some languages require an appointment.

<sup>4</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.



Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of Connecticut, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.

## Behavioral health visits<sup>1</sup>:

### Based on your needs

Licensed, U.S.-trained providers.<sup>2</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>3</sup>

### Easy to schedule

You will need to schedule an appointment at least 24 hours in advance; however, psychology visits are typically available within 48 hours to one week and psychiatry visits are typically available within 2 – 3 weeks.

- Psychology appointments are scheduled for either 25 or 50 minutes.
- Psychiatry appointments start with a 45-minute visit, with 15-minute follow-up visits after that.

### Get help with many common conditions

Support for non-emergency conditions and situations.

### You're covered

Harvard Pilgrim members pay the plan's cost share for behavioral health office visits. No referral is required to see a Doctor on Demand provider.



### Most Common Behavioral Health Conditions Treated:

- Depression
- Relationship issues
- Workplace stress
- Social Anxiety
- Trauma and Loss
- Addiction

## Set Up Your Account Now



Or Web Video Visits: [www.doctorondemand.com/harvard-pilgrim](http://www.doctorondemand.com/harvard-pilgrim)

<sup>1</sup> Doctor on Demand is not meant for crisis or emergency situations. If you are experiencing a crisis or emergency, call 911 or go to your nearest emergency room. You can also access the free, 24-hour National Suicide Prevention Lifeline at (800) 273-8255.

<sup>2</sup> Practitioners providing services are licensed in the state the member is calling from.

<sup>3</sup> Doctor on Demand psychiatrists can prescribe medications when necessary for treatment; however, Doctor on Demand does not prescribe any controlled substances, such as benzodiazepines (e.g., Xanax, Valium, Klonopin, etc.), or stimulants (e.g., Ritalin, Adderall). In these cases, alternatives with less potential for abuse and dependence may be offered.