

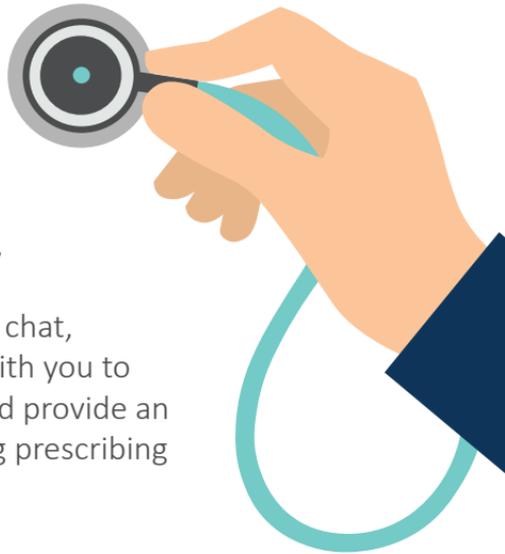
# WHAT YOU NEED TO KNOW ABOUT



# Phelps Health *now*

## ***What is Phelps Health Now?***

Phelps Health Now is a secure, affordable and convenient way to see a doctor from your home when your regular primary care provider is unavailable. With this telehealth service, you can see a doctor, face-to-face, from your smartphone, tablet or desktop computer. Through video chat, doctors can look, listen and talk with you to diagnose your health concerns and provide an effective treatment plan, including prescribing medicine, if necessary.



## ***When can I use Phelps Health Now?***

While Phelps Health Now is a service available 24 hours a day, seven days a week, including holidays, Phelps Health employees are encouraged to use this service after normal clinic hours or when they cannot wait until their doctor's office reopens. You also can use this service while traveling in the United States.

## ***Why would I see a telehealth doctor?***

Illness or injury can occur at any time. You can see a telehealth doctor for a range of issues, from minor illnesses and injuries or symptoms from a chronic condition, including urgent care visits. Through Phelps Health Now, your telehealth service, doctors can provide care for the following conditions, and more:

- Allergies
- Bronchitis
- Cold or flu symptoms
- Cold sores
- Ear infections
- Fever
- Headaches and migraines
- High blood pressure
- Pink eye
- Rashes
- Sinus infections
- Stomach flu
- Strains
- Strep throat
- Urinary tract infections (UTI)

## ***What is Phelps Health Now NOT used for?***

Phelps Health Now is NOT for people suffering from serious or life-threatening conditions, such as the following:

- Cancer
- Certain mental health conditions (schizophrenia or hallucinations)
- Chest pain
- Choking or gagging
- Difficulty breathing
- Dizziness or loss of consciousness
- Head injury
- Neurological symptoms/signs of a stroke
- Possible broken bones
- Seizures
- Severe hemorrhoids
- Severe high blood pressure
- Sudden bleeding
- Suicidal or homicidal thoughts

**IF YOU HAVE ANY OF THE ABOVE SYMPTOMS, OR ANY OTHER SERIOUS MEDICAL CONDITION(S), CALL 911 OR VISIT YOUR NEAREST EMERGENCY DEPARTMENT.**

### ***How do I sign up for Phelps Health Now?***

You can download the Phelps Health Now app from the App Store for iOS or Google Play for Android devices. You also can sign up at [phelpshealthnow.org](https://phelpshealthnow.org).

### ***Do I need to create an account before I see a doctor on Phelps Health Now?***

Yes. The process to set up an account is simple and takes just a few moments. When you open the app for the first time, you will be asked to enter some basic information that will be used to create your profile. You will receive an email with instructions on how to access your account and have telehealth doctor visits.

### ***How much does a telehealth doctor visit on Phelps Health Now cost?***

Phelps Health employees and their dependents who are covered by Phelps Health's medical insurance plan will have a \$35 co-pay for telehealth visits through Phelps Health Now. This cost is the same no matter when you have the telehealth doctor visit. The co-pay for employees or their dependents not covered by Phelps Health's insurance plan will be \$49 for telehealth visits.

### ***Can my spouse see a doctor on Phelps Health Now?***

Yes, but your spouse must have his or her own separate account.

### ***Can my children see a doctor on Phelps Health Now?***

Children under age 18 can be added to their parents' accounts. Children must be present with their parents during their telehealth doctor visit. Children who are 18 years or older and on their parents' insurance plan must create their own separate account to see a doctor using Phelps Health Now.

### ***Who are the doctors on Phelps Health Now?***

The doctors on Phelps Health Now are part of the Online Care Group, which is a national network of board-certified primary care physicians, and advanced practice providers, who, on average, have 15 years of experience. The doctors you will choose from Phelps Health Now are licensed and credentialed to work in your state. Each of the doctors on Phelps Health Now goes through a rigorous selection process to become part of the network. You can view the doctors' profiles to see their education and practice experience. These doctors also are rated by other patients, so you can review and select the doctor that meets your needs.

### ***Do I need to schedule an appointment to see a doctor on Phelps Health Now?***

No. Phelps Health Now is an on-demand service. After you register and log in to your account, doctors who are available for a telehealth visit will appear on your screen. You can select which doctor you want to see by clicking the green "Connect" button. If all doctors are busy seeing other patients, your screen will show you wait times.

### ***What kind of device do I need to use Phelps Health Now?***

You can use the Phelps Health Now telehealth service on most smartphones, tablets, laptops and desktop computers. Your device must have a microphone, camera and speakers enabled to see and hear the doctor.



### ***Will my primary care provider be notified about my telehealth doctor visit?***

You will be asked if you want a copy of your after-visit summary to be shared with your primary care provider. If you choose to share your after-visit summary, Phelps Health Now will securely fax or electronically transmit your after-visit summary to your regular doctor.

### ***Can I use Phelps Health Now for my annual wellness visit?***

No. At this time, you must still visit your primary care provider in-person to complete your annual wellness visit if you want to receive discounts on your health insurance premiums.

### ***Can a doctor on Phelps Health Now prescribe medication?***

All doctors on Phelps Health Now can provide a prescription in accordance with state laws and when medically appropriate. At the beginning of your visit, you will be asked to pick a pharmacy.

If your doctor decides to give you a prescription, your medicine will be available at the pharmacy you choose. Doctors on Phelps Health Now are NOT allowed to prescribe the following:

- Controlled substances (narcotics, anxiety or ADHD medicines, etc.)
- Muscle relaxants
- Medicines for erectile dysfunction
- Any additional state-specific controlled medications



***What if I receive a different prescription than what my telehealth doctor suggested?***

If the medication your telehealth doctor prescribed is not covered by your insurance, then you may be issued a different medicine with the same purpose that is covered by insurance.

***Can doctors on Phelps Health Now order lab tests or imaging services?***

Doctors on Phelps Health Now will refer you to Phelps Health lab and imaging services as medically necessary. These services will be covered by Phelps Health medical insurance for those employees who participate in our health plan.

***How do I get a refill of my prescription from my telehealth doctor?***

Please follow up with your primary care provider if you need a refill of your prescription.

***Can doctors on Phelps Health Now provide back-to-school or work excuses?***

Yes. Be sure to request these excuse forms before ending the conversation with your doctor. Please note that doctors on Phelps Health Now cannot provide more substantial documents, like Family and Medical Leave Act (FMLA) forms or disabled person documents for the Department of Motor Vehicles (DMV) as these require in-person evaluations.

### ***How long is a telehealth visit?***

A typical telehealth doctor visit with Phelps Health Now lasts about 10 minutes, but you can add more time if you need to.

### ***Why am I required to enter a phone number?***

If your visit is interrupted for any reason, the doctor can use this number to call you back and finish your conversation.

### ***Is my telehealth doctor visit private and secure?***

Yes. Phelps Health Now maintains patient privacy and keeps all information secure. Phelps Health Now is designed to be a private, secure tool that is compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

### ***What does the Message button do?***

If you prefer to send a secure message to your doctor on Phelps Health Now, you can do so by using the Message button. This will send messages like an email that are HIPAA-compliant. You can attach a photo to this message, which may be helpful for certain conditions, such as skin rashes, cuts or bruises. Please note that secure messages may not be read immediately.

### ***What if I have questions not listed in this booklet?***

If you have any questions about insurance benefits related to Phelps Health Now, please contact Phelps Health Senior Benefits Specialist Cathy Moore at (573) 458-7168 or [cmoore@phelpshealth.org](mailto:cmoore@phelpshealth.org).

For other general questions, please contact Phelps Health Telemedicine Coordinator Erica Howdeshell at (573) 458-7977 or [ehowdeshel@phelpshealth.org](mailto:ehowdeshel@phelpshealth.org).

*Phelps Health has partnered with American Well for this service. For any technical questions or issues, please email [phelpshealthnowsupport@americanwell.com](mailto:phelpshealthnowsupport@americanwell.com).*



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