



## How It Works:

### Step 1. Health History

- Over the phone or online, Member completes or updates their personal health history and disclosure (PHH) form.

### Step 2. Consultation Setup

- A member requests a physician consultation by telephone or email by calling 1-800-530-8666 or on line at [www.1800MD.com](http://www.1800MD.com).

### Step 3. Physician

- The physician is contacted via our automated system, reviews the member's personal health history and disclosure form prior to the consultation.
- The physician calls the patient generally within 15 minutes, guaranteed within 1 hour.

### Step 4. Diagnosis

- The physician conducts the consultation and recommends appropriate treatment.
- When appropriate the physician will e-prescribe prescription medications directly to the patient's pharmacy of choice. We have over 60,000 pharmacies in our database.

### Step 5. Continuous Care

- Doctor completes a patient consultation form and updates the electronic medical record (EMR).
- A completed encounter is generated and available to the patient via the online portal.

