What is [Client Program Name]?

[Client Program Name] provides 24/7/365 access to U.S. board-certified doctors through secure video visits for many non-emergency illnesses such as the flu and seasonal allergies.

Who are the doctors?

[Client Program Name]'s doctors are U.S. board-certified physicians, certified in Internal Medicine, Family Practice, or Pediatrics. Our doctors can diagnose, treat, and prescribe medication for your non-emergency conditions. This includes treatments for the flu, sore throat, eye infections, bronchitis, and much more.

Does [Client Program Name] replace my doctor?

No. [Client Program Name] does not replace your primary care doctor. [Client Program Name] should be used when you need immediate care for non-emergent medical issues. It is an affordable, convenient alternative to urgent care and ER visits.

What kind of medical care does [Client Program Name] provide?

[Client Program Name] provides general medical care for many non-emergency illnesses including flu, allergies, sinus infections, and more.

How do I set up my [Client Program Name] account?

Setting up your account is a quick and easy process. Visit the [Client Program Name] website or download the mobile app and click “Register Your Account”. You will be guided through step-by-step instructions.

How do I request a visit to talk to a doctor?

Visit the [Client Program Name] website or mobile app, log into your account and click “Request a Visit”.

How quickly can I talk to the doctor?

Visit requests are answered in 30 minutes or less in the comfort of your own home or on the go. Upon requesting a visit, you will be placed into the virtual waiting room until the next available doctor answers.

What if I miss my virtual visit?

You will be notified when the doctor is ready to see you. If you miss your visit, you will be returned to the end of the queue. The visit request is cancelled if you miss three attempts from the doctor.

Is there a time limit when talking with a doctor?

There is no time limit for virtual visits with a doctor.

Can [Client Program Name] doctors write a prescription?

Yes, all [Client Program Name] doctors can prescribe short-term medication for a wide range of conditions when medically appropriate. [Client Program Name] doctors do not prescribe substances controlled by the DEA, non-therapeutic and/or certain other drugs which may be harmful because of their potential abuse.

What does a virtual visit cost?

The cost of a [Client Program Name] visit will be determined by your benefits plan.

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OC24health is a convenient and affordable option for a variety of medical services, including General Medical, Dermatology and Behavioral Health. Access quality healthcare from the comfort of home, during your lunch break or while traveling. You can even get a prescription sent to your local pharmacy, when medically necessary.

- Connect with a licensed doctor, dermatologist or therapist by web, phone or mobile app.
- Over 1,000,000 telehealth visits performed
- 95% member satisfaction
- Speak with a doctor in less than 10 minutes
- OC24health doctors average 20 years of experience

General Medical $45 or less/visit
- Board-certified doctors are available 24/7/365 by web, phone or app
- Treat flu, allergies, sinus infection, rash, sore throat and more

Dermatology $75 or less/visit
- Log into your account to upload images of your skin issue
- Receive a response through Teladoc’s secure online message center within two business days
- Treat on-going or complex issues like psoriasis, eczema, acne and more

Behavioral Health
- Schedule a video or phone appointment seven days a week
- Support for anxiety, eating disorders, depression, family issues and more

Psychiatrist $200 or less/session
- (initial visit)

Psychiatrist $200 or less/session
- (ongoing visit)

Psychologist, licensed clinical social worker, counselor or therapist $85 or less/session

Get started: OC24health.com
- Download the app
- 855.617.2116

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1. General Medical and Behavioral Health visits are available by web, phone or mobile app. Dermatology consults are available through OC24health's secure online message center.
2. For General Medical visits. © 2017 For complete disclaimers, visit OC24health.com.