

my+elemedicineTM
Access to CARE when you need it most

Convenient access
to **CARE** when you
need it most!



accessadoctorTM
when you need it most

The Problem: Doctor shortage, increased demand could crash health care system...CNN



Emergency Room Visits

Studies show as much as 70% of all doctor office and emergency room visits are unnecessary and could be resolved with a consultation with a doctor by phone or e-mail. The expense associated with these visits is being passed to payers, creating opportunity for companies offering efficient healthcare access solutions.



National Average Cost for Emergency Room visit



Physician Access

of Americans report difficulty accessing their Primary Care Physicians on NIGHTS, WEEKENDS, and HOLIDAYS.

Physician Shortage

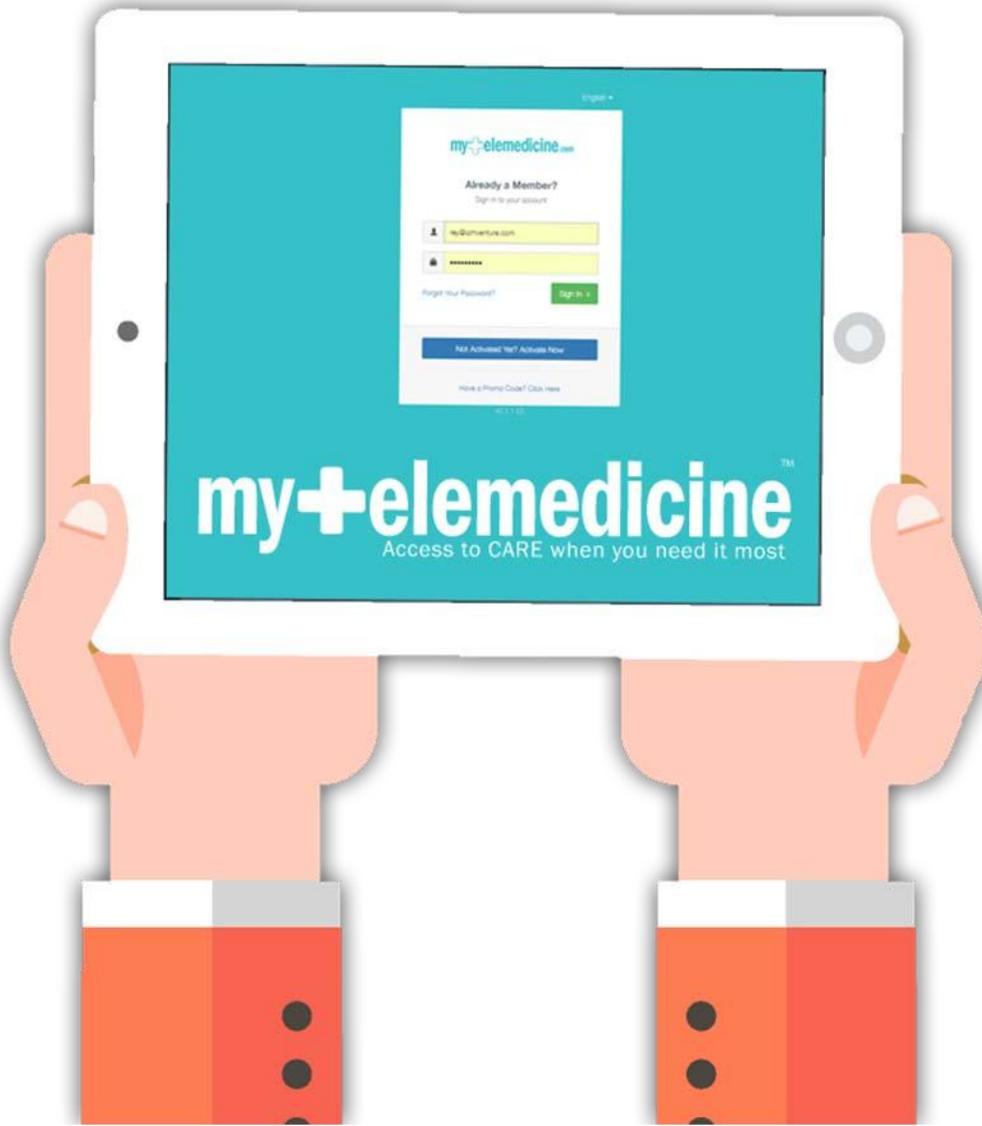
According to the Association of American Medical Colleges (AAMC), unless something changes rapidly, there will be a shortage of 45,000 primary care doctors in the United States (as well as a shortfall of 46,000 specialists) by 2020.



Average appointment wait times (IN DAYS) for five medical specialties included in the most recent Merritt Hawkins Survey



The Solution



We Have a Solution

Our national network of U.S. board-certified physicians are some of the most credentialed in the industry today. They include primary care doctors, internists, emergency room doctors as well as licensed pediatricians.

MyTelemedicine physicians are available 24/7/365 and provide members with convenient, quality medical consultations via telephone, secure video and secure email. Our physicians can diagnose many common conditions and recommend treatment plans including non-controlled prescription medication as necessary.

Member Benefits

- 1. Saves Time:** MyTelemedicine provides convenient, immediate access to CARE. No long waits to get in to see a doctor and no time off of work.
- 2. Saves Money:** Telehealth reduces costly and unnecessary office visits, urgent care visits and emergency room visits. Online consultations are usually lower than a co-pay.
- 3. Increased Satisfaction:** As consult fees are typically lower than out-of-pocket co-pays, patients can save money when utilizing Telehealth. Also, over 80% of non-emergent medical conditions can be treated by telephone, video, and email.

How it Works



CONNECT

Patient calls a dedicated toll-free number or logs on to their member portal to schedule a consultation with a physician licensed in their state.



TRIAGE

Member speaks to a Care Coordinator who will triage and update the patient's Electronic Health Record(EHR) along with all symptoms.



CONSULT

Member consults with Physician

who recommends a treatment plan. If a prescription is necessary, it's sent to the pharmacy of your choice.



CARE CONTINUITY

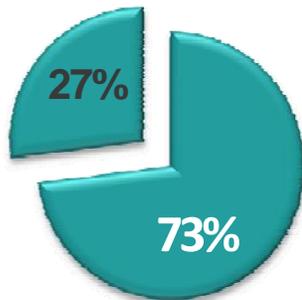
The doctor will update the member's EHR immediately after the consultation. The patient has 24/7 secure access to their member portal.

Common Services Provided



Common Conditions

- ✓ Cold / Flu
- ✓ Sinus Infection
- ✓ Upper Respiratory Infection
- ✓ Allergies
- ✓ Headache
- ✓ Bronchitis
- ✓ Stomach Ache / Diarrhea
- ✓ Fever
- ✓ Eye Infection
- ✓ Rash / Skin Infection
- ✓ Yeast Infection
- ✓ Small Wound
- ✓ Urinary Tract Infection

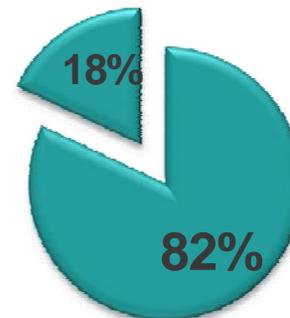


Telemedicine addresses 73% of the top 25 most common conditions



Common Medications Prescribed

- ✓ Zithromax (Z-Pack)
- ✓ Amoxicillin
- ✓ Albuterol
- ✓ Augmentin
- ✓ Azithromycin
- ✓ Keflex
- ✓ Lipitor
- ✓ Tamiflu
- ✓ Prednisone
- ✓ Metformin
- ✓ Flonase
- ✓ Diflucan
- ✓ Bactrim
- ✓ Cipro
- ✓ Lisinopril
- ✓ HCTZ
- ✓ Levaquin
- ✓ Biaxin
- ✓ Allegra
- ✓ Nasonex
- ✓ Tessalon
- ✓ Macrobid
- ✓ Pyridium



Telemedicine physicians prescribe 82% of the top 25 most common medications

Our Physicians

- **24/7/365 access to Physicians with no time limit**
- **Physicians can diagnose, treat and prescribe**
- **Prescriptions electronically sent to pharmacy of choice**
- **Nationwide coverage to include Puerto Rico**
- **Spanish speaking Physicians**
- **Provider level patient satisfaction monitored**
- **10% of all medical consultations are reviewed**
- **All Physician are licensed and reside in the US**



Compare the Costs

Along with longer wait times, the average Primary Care Doctor visit costs **\$100**, Specialists **\$130**, Urgent Care Centers **\$155** and Emergency Rooms in excess of **\$1,300**.





Provide your Members a complete Telemedicine Experience in Spanish.

The U.S. Hispanic population is increasing immensely.

Is your company in step and addressing the needs of this growing marketplace?

- ✓ Nationwide network of U.S.-based Spanish speaking Physicians
- ✓ English/Spanish secure member health portal/app
- ✓ 24/7 Member support in Spanish
- ✓ All system generated messages in Spanish

Hispanics will make up **40%** of new workers over the next five years



40%



15.8
MILLION

UNINSURED HISPANICS
Have the highest uninsured rates of any racial or ethnic group in the U.S.

The Results Are In...



Patient Satisfaction*



Would Use It Again*



Save a Trip to Dr.*



Average Call-back Time**



Refer to a Friend*

*MyTelemedicine Post Consultation Survey Results

**MyTelemedicine System Reporting



Platform Features

With MyTelemedicine, you can understand and strategically manage your company's healthcare investments, while also arming employees and members with the tools they need to make smarter healthcare decisions.



24/7 Nationwide Physician Access

Round-the-clock access to consult with a doctor for advice, recommendations, and a diagnosis



Private Label Platform

Your look, your feel, our engine. Turn-key and customized solutions to create a unique experience



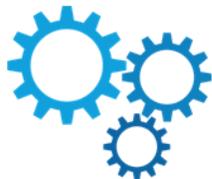
Wearable Device Integration

View wearable device data such as sleep, exercise, weight, nutrition, blood pressure, and blood glucose



Cross-Platform Capability

Access tools across multiple platforms to include mobile, tablets and desktop environments



Advanced API Technology

Our Integration Ready technology enhances the platform, creating a dynamic and extensible environment



Cloud-based Telemedicine Platform

Enterprise level tools that enable healthcare providers to directly engage with patients remotely



Patient Engagement Tools

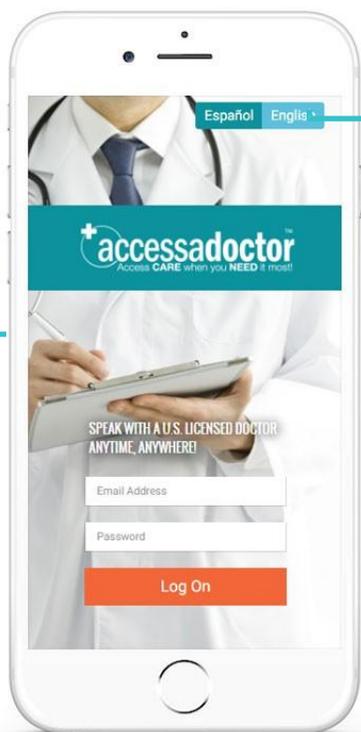
Marketing Suite provides robust tools to create awareness and drive utilization



Internationalization Framework

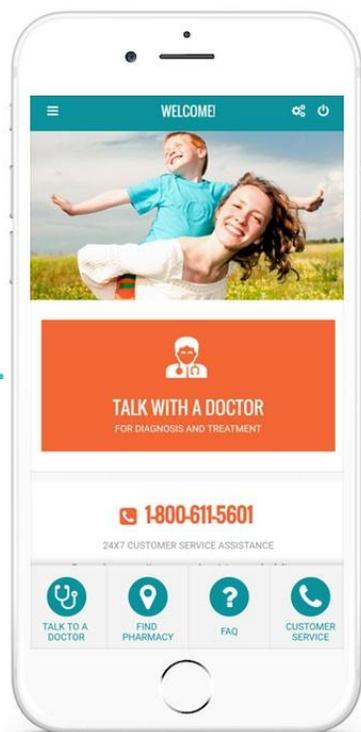
Multilingual technology opening access to international clientele and launching with the Hispanic market

MyTelemedicine – Access a Doctor Mobile APP

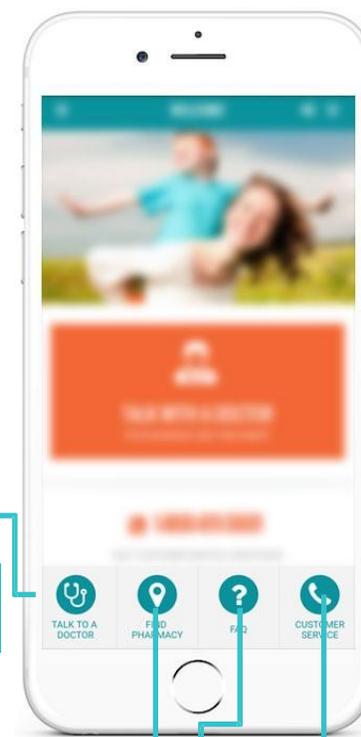


Member Sign In

English/Spanish Toggle



Access a Doctor



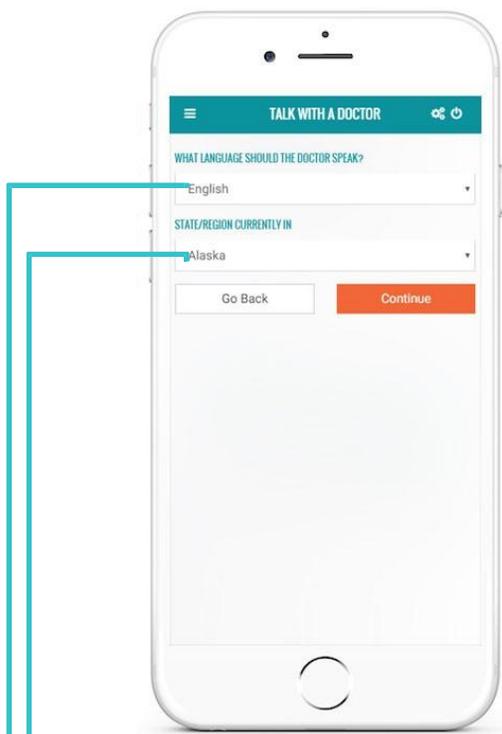
Access a Doctor

Find Pharmacy

FAQ

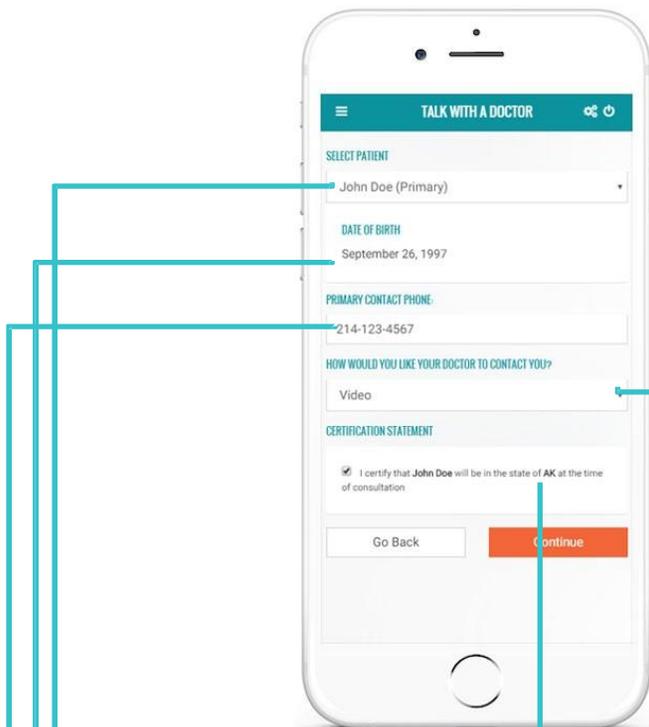
Member Service

MyTelemedicine – Access a Doctor Mobile APP



Select Language

Select State



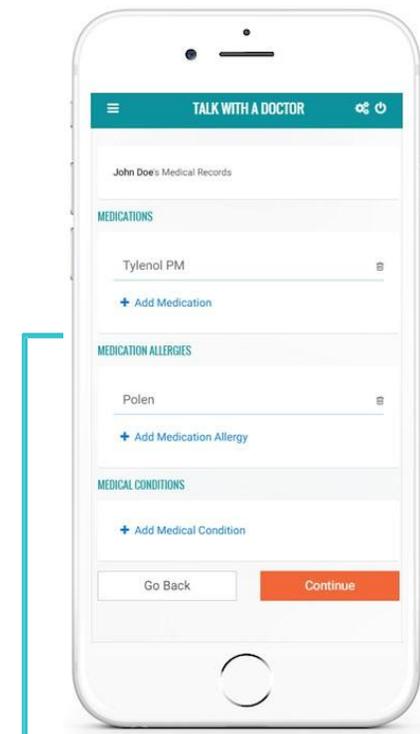
Member Selection

Date of Birth

Phone Number

Video or Phone

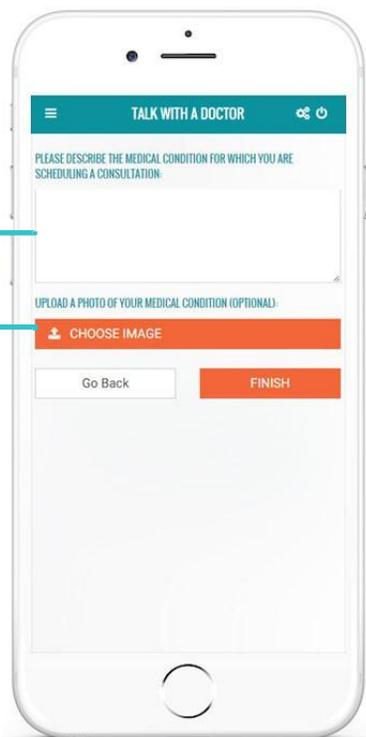
Terms/Conditions



Medical History

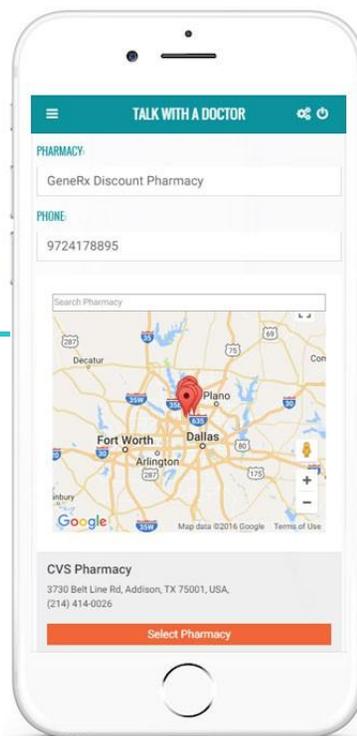
- Medication
- Medical Condition
- Allergies

MyTelemedicine – Access a Doctor Mobile APP

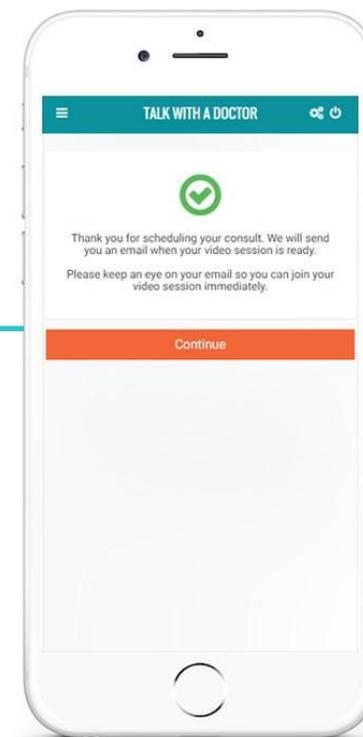


Reason for Consultation

Select/Take Image



Search/Select
Pharmacy



Confirmation Screen



Give us the opportunity
of servicing your members
by delivering CARE when
It's needed the most!

214 E. Louisiana St. Suite 300
McKinney, Texas 75069

1.800.611.5601

www.mytelemedicine.com

Below is what will be included: License Medical Physicians, Licensed Veterinarians, Behavioral Health Counselors and Discount Benefits Package

THE MYTELEMEDICINE SERVICES: Includes for the member, his/her spouse and legally dependent, Up to 7 Family Members in the same household.

1. MyTelemedicine provides access to licensed physicians, providing Cross-Coverage Consultations. The physicians are recruited and credentialed by the Provider to provide patient and physician interaction, whereby the physician diagnoses the patient's ailment, makes recommendations, and if necessary and appropriate, writes a Non-DEA controlled prescription; and operates within the state regulations. Each physician shall be licensed to practice medicine, technologically proficient and covered by medical malpractice insurance.
 2. Solely with respect to Telephone and Video Consultations, the Program includes the following services:
 - A. Unlimited access to Telephone and Video Consultations and health information services provided by a physician licensed in the state where member is located. This access shall be available 24 hours per day, 365 days per year.
 - B. Once a member has scheduled a Telephone Consultation, a licensed physician licensed in the respective state will contact member within two hours.
 - C. If a Member requests a Video Consultation, it will be scheduled, and an appointment reminder notification will be sent prior to the initiation of the Video Consultation. To begin the Video Consultation, the Member will access the consultation within the MyTelemedicine member health portal using their secure member login. The licensed physician shall:
 - a. Conduct a medical consult to evaluate the Member's medical needs; and
 - b. Based upon the medical consult, respond to the call as follows:
 - i. Determine that the call is a life-threatening emergency, and direct the Member to the nearest emergency facility;
 - ii. Determine that the call is urgent but not a life-threatening emergency, and advise the Member how to treat the condition, prescribe medication as necessary that is electronically sent to pharmacy of member's choice, and make a determination whether the Member should contact or page his/her primary care physician; or
 - iii. Determine that the call is not urgent and not a life-threatening emergency, advise the Member how to treat the condition, prescribe medication as necessary that is electronically sent to pharmacy of member's choice, and advise the Member to follow up with his/her primary care physician or a specialist focused on the specific medical problem.
- **Pet Telehealth "Go Lexi"**
 - 24/7 access to Licensed Veterinarians for members to receive advice on the next steps to take for their pet's care. No diagnosis, treatment plan or prescriptions will be given.
 - Pet Prescription Discount Virtual Card to be used at local pharmacies
 - Member pays fee of \$0.00 per session with veterinarian
 - **Behavioral Health Counseling PLUS**
 - Members have access to behavioral health counselors 24/7 via telephone or video to cover issues such as anxiety, depression, family issues, addictions, etc.
 - Members have up to 5 face to face visits per incident with a behavioral health counselor
 - Members have access for help with finances, Identity Theft, Child and Elder Care

Access a Doctor
when you **NEED**
it most for you
and your family!



MyTelemedicine physicians are available 24/7/365 and provide members with convenient, quality medical consultations via telephone, secure video and secure email. Our physicians can diagnose many common conditions and recommend treatment plans including a prescription called into the pharmacy of your choice.

MEMBER BENEFITS

Saves Time: MyTelemedicine provides convenient, immediate access to CARE. No long waits to get in to see a doctor and no time off of work.

Saves Money: Telehealth reduces costly and unnecessary office visits, urgent care visits and emergency room visits. Online consultations are usually lower than a co-pay.

Increased Satisfaction: As consult fees are typically lower than out-of-pocket co-pays, patients can save money when utilizing Telehealth. Also, over 80% of non-emergent medical conditions can be treated by telephone, video, and email.

Consult with
Doctors in English
or **Spanish** by
phone or video
24/7/365

COMMON CONDITIONS TREATED

Cold/Flu	UTI
Sinus Infection	Pink Eye
Headaches	Yeast Infections
Bronchitis	Stomach Viruses
Ear Infections	Rashes
Fever	Stomach Ache

To learn more visit MYTELEMEDICINE.COM or call **1-800-611-5691**