

TELEMEDICINE (MD LIVE)

What are some common issues I can use MDLIVE for?

Allergies	Ear Infections	Pink Eye	Joint aches
Asthma	Fever	Sinus Infections	Vomiting/nausea
Bronchitis	Insect Bites	Skin Infections	UTI/urinary problems
Cold & Flu	Rashes	Respiratory Infections	

When shouldn't I use MDLive?

If you have an urgent medical emergency that requires immediate assistance

When can I use MDLive?

MDLive can be access any time- nights, weekends and holidays

Can I use MDLive for specialists?

No, MDLive should only be utilized for non-urgent medical services that you would normally go to the ER or Urgent Care for, or your PCP if they are not available

Will my primary Dr. be notified when using the telemedicine feature?

You can request that MDLive notify your PCP after your telemedicine visit

Can I speak with a specific doctor?

Yes, you can either choose a specific doctor and schedule an appointment, or you can ask for the first available doctor

I have Keystone, do I need a referral for MDLive?

No, you do not need a referral

Will I be asked to provide my medical history?

Yes, before your visit you will be asked to share details about prior medical history, along with any medications you are currently taking

If prescribing a prescription, how will the doctor know if I am on any other medication that might interact with the current prescription being prescribed?

You will be asked to provide a list of any medications you are currently taking when scheduling your appointment.

If a RX is prescribed, how will my Rx's be sent to my pharmacy?

When scheduling your visit, you will be asked to add your preferred pharmacy in case medication needs to be prescribed. If the doctor needs to prescribe you medication, they will call in the script for you to the pharmacy you indicated.

What is the cost for MDLive?

Members pay the same co-pay they currently pay when they visit a doctor.

How do I pay for my service at MDLive?

A charge card is the only means of payment

What happens if I have to call MDLive back for the same issue?

The charge is per interaction. You will be charge for each call made.

If I am referred to go to a Dr - is there a charge for the initial call and then a charge when I go to the doctor?

Yes, there is a charge for MDLive and then your co-pay is due at the doctor's office as usual.