

## Conditions We Treat

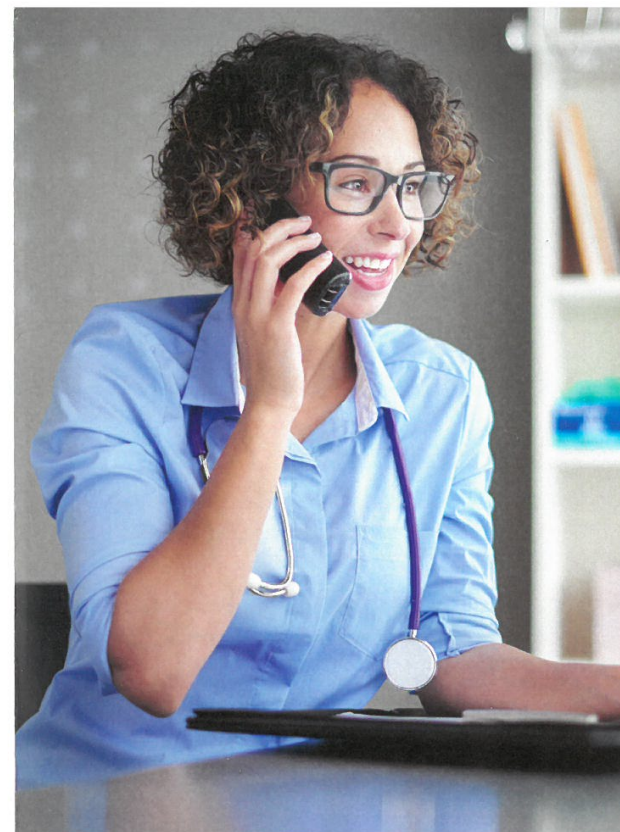
Telemedicine is appropriate for many common medical conditions, including:

- Allergies and rashes
- Arthritis pain
- Back pain or injury
- Bone or joint pain, strain or injury
- Cold sores
- Diarrhea
- Earache
- Conjunctivitis or pink eye
- Fever and flu
- Headache
- Insect bites and stings
- Lice
- Lyme disease
- Nasal or respiratory congestion
- Sinusitis
- Soft tissue and muscle injuries or pain
- Sore throat
- Stomach ache and nausea
- Upper respiratory infections
- Urinary tract infections
- Vomiting
- Your individual concerns

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Questions? Concerns?  
Help getting started?

**SwiftMD.com**  
**833-SWIFTMD**  
**(833-794-3863)**



# Member Guide

All SwiftMD systems and processes are HIPAA compliant. Your information is maintained on secure servers, and encryption technology is used during data transmission. SwiftMD is committed to protecting the privacy, security, and integrity of individually identifiable health information received from or on behalf of our clients.





## Welcome to SwiftMD

**SwiftMD delivers quality health care, whenever and wherever you need it. Some of the benefits of SwiftMD:**

- 24/7 nationwide access to U.S. board-certified physicians via phone or videoconference.
- Convenient consults from your home, office or on the road, usually within 30 minutes.
- Doctor makes diagnosis and recommends treatment, and sends prescriptions to your preferred local pharmacy.
- Avoid unnecessary visits to the ER and Urgent Care, and long waits for appointments at your doctor's office.

## SwiftMD Physicians

**Quality physicians are at the core of what we do. Our doctors are:**

- U.S.-trained and board-certified.
- Trained in telemedicine.
- Experienced at diagnosing a range of illnesses and injuries, with a minimum of ten years practicing medicine.
- Excellent communicators with great bedside manners!

## Your SwiftMD Membership

**Your SwiftMD membership is a health benefit provided to you and your family by your employer.**

Eligible employees and family members can talk to a doctor 24/7 at no cost for co-pays and consult fees!

This benefit is 100% paid by your employer.

## Getting Started

- You can use SwiftMD anytime by calling our toll free number 833-SWIFTMD (833-794-3863).
- To use SwiftMD online, go to SwiftMD.com member login and click "Get Started."
- Login with the credentials provided.
- Enter your email, cell phone, and pharmacy information to facilitate your telemedicine consults.
- Please take a few minutes to enter your medical history before talking to a SwiftMD doctor.
- After a consultation you can review your visit note in your account online.
- Each adult family member (age 18 and over) has an individual online account and can retrieve their login credentials at SwiftMD.com member login.

## Your Family Members

- Adult members can schedule consults for anyone in the account.
- Parents or guardians are required to oversee telemedicine consults for dependents under age 18.
- Telemedicine is not recommended for children under age 3. When a child is unable to describe their symptoms, it is important to see a pediatrician or family doctor who can provide a physical exam to diagnose the patient.

## Safe Practice of Telemedicine

SwiftMD doctors have expertise diagnosing a range of illnesses and injuries. Even so, some conditions are unsafe to treat exclusively with telemedicine.

**True emergencies should be treated in a hospital Emergency Department.**

SwiftMD does not replace your primary care physician or specialists managing chronic and serious medical conditions, including providing refills. SwiftMD doctors do not prescribe controlled substances, psychiatric medications, and certain drugs that may be harmful because of their potential for abuse. For more information, review our *Exclusionary Criteria* posted at mySwiftMD.com.