

## Frequently Asked Questions

### What is MYidealDOCTOR Telehealth?

MYidealDOCTOR Telehealth, i.e. virtual care, provides 24/7/365 access to physicians via interactive audio or video who consult, diagnose, and if needed, prescribe medication for common and acute illnesses per the benefit plan of the member. It is a convenient way for you to talk with and receive treatment from a physician or behavior health provider. You can request on-demand or scheduled visits with physicians or behavior health providers by two-way video conferencing or phone. Simply call 855-879-4332 or create and sign into your personal health portal at [americorpsvista.imglobal.com](http://americorpsvista.imglobal.com). When calling, state that you are an AmeriCorps VISTA member.

### Why would I use MYidealDOCTOR Telehealth instead of going to visit my doctor in person?

- Are you considering the ER or Urgent Care for a non-emergency issue?
- Do you need care now and your physician is not available?
- Are you traveling and in need of medical care?
- Busy schedules, location or other conflicts can often make it difficult to get into the doctor's office and ER visits are quite expensive. While MYidealDOCTOR is not meant to replace your primary care doctor, it is there for you in the case of a non-life threatening emergency and to meet your acute care needs.

### What medical conditions can be treated?

Abrasions, acne, sudden onset of allergies, intestinal distress, ear infections, pink eye, urinary tract infections, and other acute conditions.

### What behavioral health conditions do we treat?

Anxiety, depression, grief and loss, family conflicts, work and life issues limited as per the plan covered service of three sessions per service term.

### Will I be speaking with a real physician or behavioral health provider?

Yes. The physicians and behavioral health providers in the network are all credentialed and actively practicing.

### When and where is MYidealDOCTOR Telehealth available?

MYidealDOCTOR offers two clinical services:

- Medical care for episodic conditions available 24/7/365 by scheduling a visit at 855-879-4332 or [americorpsvista.imglobal.com](http://americorpsvista.imglobal.com). Medical care visits are available in all states with the exception of Arkansas, which will be available 1/1/18. When calling, state that you are an AmeriCorps VISTA member.
- Behavior Health consultations and sessions with a licensed psychologist, clinical social worker, or professional counselor are scheduled in advance during the hours of 8 am and 8 pm local time. Session length is based upon the plan provisions. Behavior Health is currently available in all states with the exception of Arkansas, which will be available 1/1/18. Confirmation of availability in your desired area can be found on the MYidealDOCTOR website at [www.myidealdoctor.com](http://www.myidealdoctor.com).

### ● Are my records private?

Yes. You determine who can view your MYidealDOCTOR secure health portal by personally sharing with convenient access 24/7/365.

### ● How it Works:

**Step 1:** Contact MYidealDOCTOR via phone or video on the online portal.

**Step 2:** Within minutes, speak with a physician who will review the patient's medical history.

**Step 3:** Resolve the issue by diagnosing and prescribing the appropriate course of treatment. If medically necessary, electronic submission of medication will be sent to the pharmacy of choice within the URX pharmacy network. No DEA controlled substances, antipsychotics, mental healthcare drugs, or lifestyle drugs will be prescribed.

### ● What we **DO NOT TREAT**:

Chest pain, shortness of breath, bleeding, lethargic, focused abdominal pain, traumatic injury, high fever lasting more than 2 days, blurred vision, chronic conditions.

*2 ways to connect and schedule a consult.*



[americorpsvista.imglobal.com](http://americorpsvista.imglobal.com)



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