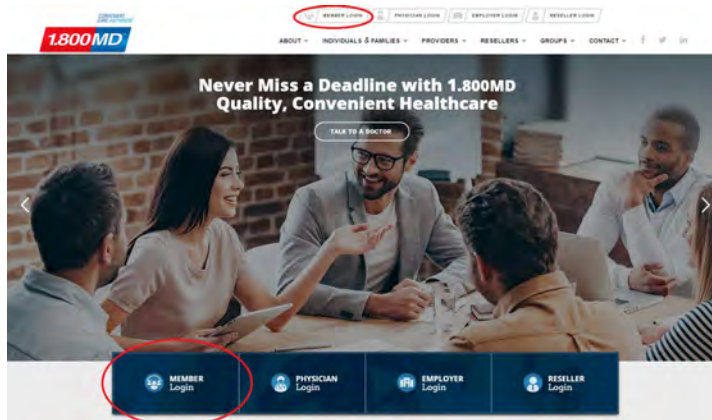




HOW TO: Request A Consultation

*Requesting a consultation must be completed on **Google Chrome** or **Firefox** browsers

- Call **1-800-530-8666**
- or visit www.1800md.com and login in as a member



- Once logged in, please complete your **Health History**.

- Next choose your consultation type:

*Please note that all email consultations are **informational only**. No medications will be prescribed.

By law, the state of **IDAHO** requires VIDEO CONSULTATIONS ONLY.

MEDICAL HEALTH

EMAIL

Send a secure email to a doctor and receive a reply within 24 hours.

TELEPHONE

As a member, you can talk to a doctor within an hour (guaranteed 2 hours). Most conditions can be diagnosed and treated via telephone.

VIDEO

If necessary, the doctor will set up a video consultation with you the same day as your consultation.



HOW TO: Telephone

PRE CONSULTATION QUESTION

Where would you have sought treatment if you did not have 1.800MD?

- Urgent Care
- Emergency Room
- Primary Care Physician
- Retail Clinic

Submit

SET UP TELEPHONE CONSULTATION

Please provide the following information:

Group Number 12789	Group Name 1.800MD-VIP	Member Number 3380247
Patient Name Wendy Simmons	Date of Birth 03/09/1975	Age 41
Phone +1(775)773-0122	Preferred Pharmacy CVS	Preferred Pharmacy Contact +1(775)773-0122

What are your chief complaints?

Are you in your home state? North Carolina



Step 1:

Answer the pre-consultation question

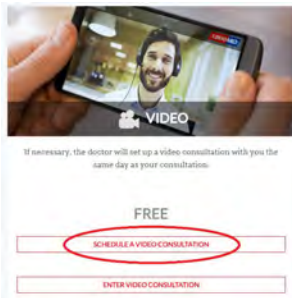
Step 2:

Setup your phone consultation.

Step 3: Receive care.

A doctor will call you within one hour.

HOW TO: Video



Step 1:

Select **Schedule Video Consultation**, and answer the pre-consultation question.

SCHEDULE A VIDEO CONSULTATION

If THIS IS A MEDICAL EMERGENCY, STOP NOW AND CALL 911

Please provide the following information:

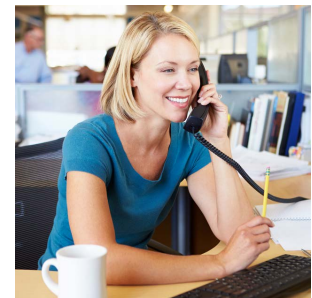
Group Number 12789	Group Name 1.800MD-VIP	Member Number 3380247
Patient Name Wendy Simmons	Date of Birth 03/09/1975	Age 41
Phone +1(775)773-0122	Preferred Pharmacy CVS	Preferred Pharmacy Contact +1(775)773-0122

What are your chief complaints?

Are you in your home state? North Carolina

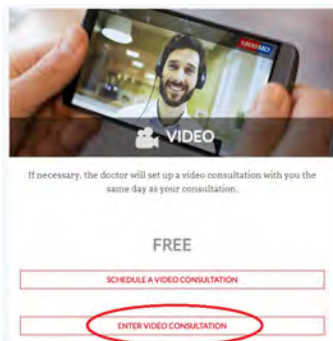
Step 2:

Request your video consult.



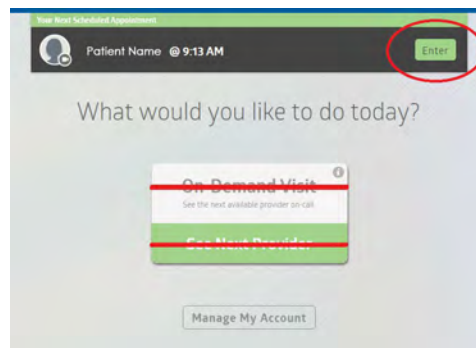
Step 3:

You will receive a call from a representative letting you know your appointment time.



Step 4:

10 min before your consultation time, login by clicking **Enter Video Consultation** in your Member Portal or by using your 1.800MD app.



****Do not choose "See Next Provider" or "See A Provider Now" (on the app). You will click on your scheduled consultation to begin the consult.**



Please Wait..
Your consultation will begin momentarily

Step 5: Receive Care.

Once you submit your **Consent to Treat**, the provider will be with you momentarily.