



## Telehealth for medical and behavioral health care Doctor On Demand™ provides convenient care 24/7/365

### Visit a doctor or therapist via video chat

We all have times when we need to see a doctor, but it's inconvenient—there's no time, the office is closed, or we're on the road. You know that feeling: "I wish I could get care without leaving the house!" Now you can.

Your health plan includes telehealth powered by Doctor On Demand, a national leader in quality care. You can talk to any of Doctor On Demand's board-certified physicians, licensed counselors and psychiatrists any time by video chat using your computer or the app—24 hours a day, 7 days a week, 365 days a year.

# Telehealth for medical and behavioral health care

## Care you can count on

You'll connect with board-certified doctors and therapists who can diagnose and treat non-emergency medical conditions, mental and behavioral health needs, prescribe medications, and send prescriptions to your pharmacy. With specialties including primary care, pediatrics, family medicine and behavioral health, Doctor On Demand makes it easy to get quality care for every member of your family.

## Common ailments treated via telehealth include:

### Medical

Allergy	Pink eye
Cold and flu	Rashes
Constipation	Sinus infection
Ear problems	Sore throat
Headache	Sunburn
Infections	UTI
Nausea	

### Behavioral health

- Addictions
- Anxiety
- Depression
- Relationship issues
- Grief and loss
- Trauma and PTSD
- Stress management

## What you need to know

Doctor On Demand is simple to use. Here are some basic things to know:

- Doctor On Demand is a great option when your child isn't feeling well outside business hours, but dependents will need a parent present during the visit.
- The average wait time to connect with a physician is less than 10 minutes.
- You can use Doctor On Demand as often as you need to.
- We process each visit as a claim, and your costs count toward your deductible.
- Your visit cost is provided up front before you book your visit. You won't pay more than \$54 for a medical visit; costs for behavioral health visits vary depending on the type of care.
- This is more than a nurse advice line. With Doctor On Demand, a doctor can diagnose, treat and prescribe medications, as necessary.
- You will work with a Doctor On Demand physician or therapist, not your regular doctor.
- With your permission, the Doctor On Demand physician will share your treatment information with your regular doctor.

Visit [doctorondemand.com/regence-wa](https://doctorondemand.com/regence-wa) to register today. You'll want to create your online account in advance so when you need care, you'll already be set up.



Regence BlueShield serves select counties in the state of Washington and is an Independent Licensee of the Blue Cross and Blue Shield Association  
1800 Ninth Avenue | Seattle, WA 98101

Doctor On Demand is a separate and independent company that provides telehealth services for Regence members.

Regence complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-344-6347 (TTY: 711). 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-888-344-6347 (TTY: 711).

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