



MDLIVE Telemedicine Program Frequently Asked Questions



Frequently Asked Questions

What is MDLIVE?

With MDLIVE, you can visit with a doctor virtually from your home, office, or on the go. Our Board Certified doctors are available anytime, anywhere, 24/7, by phone or secure video, to help you recover from non-emergency medical conditions. Our doctors can diagnose your symptoms, prescribe medication, and send prescriptions to your pharmacy of choice.

Is MDLIVE appropriate for every medical condition?

No. MDLIVE is designed to handle non-emergency medical issues. [You should not use MDLIVE if you are experiencing a medical emergency. In case of a medical life threatening emergency, you should dial 911 immediately.](#) While MDLIVE is not intended to replace your primary care doctor for common or chronic conditions, a virtual doctor's appointment can sometimes substitute a doctor's office, urgent care, or an emergency room visit.

What are the most common conditions you treat?

Our doctors are trained to treat a wide range of conditions.

Some of the most common are:

- Acne
- Allergies
- Asthma
- Bronchitis
- Cold & Flu
- Constipation
- Diarrhea
- Ear Infection
- Fever
- Headache
- Insect Bites
- Joint Aches
- Nausea
- Rashes
- Sinus Infections
- Sore Throat
- UTI
- and more!

How do I sign up for MDLIVE or activate my MDLIVE account?

You can easily sign up or activate your account by using one of the following methods:

1. Go online and visit: www.consultmdlive.com
2. Call our toll free number: 1-888-365-1663
3. Download our Mobile App, available on the iTunes store and Google Play.

When can I start using my MDLIVE service?

Once you have an MDLIVE account, you can browse doctor profiles, view available appointment times, and schedule an appointment with the doctor of your choice. Want to go one step further? Be sure to fill out your medical history profile to better prepare your MDLIVE doctor for your appointment.

When is MDLIVE available?

MDLIVE is available 24 hours a day, 7 days a week, and 365 days a year, even on holidays. Use MDLIVE anytime you have a non-emergency medical condition, are unable to see your primary care provider, or when you simply prefer a convenient, cost effective alternative to the emergency room, urgent care center, or clinic.

Where is MDLIVE available?

MDLIVE is available anywhere in the United States*. Our network of Board Certified doctors will be provided to you based on the state you are located. We make sure that each doctor is fully licensed to practice medicine in your state.

Can MDLIVE be accessed on mobile devices?

Yes, MDLIVE can be accessed on most mobile devices with an Internet connection. Our MDLIVE Mobile App is available for download in the iTunes Store and the Google Play Store.



Who are the MDLIVE doctors?

All MDLIVE doctors are U.S. Board Certified and able to treat a wide range of patients and conditions. Following each consultation, our members are given a survey to evaluate their doctor and appointment. The results are analyzed and reviewed for quality assurance and used as part of our continuous improvement process. Selected doctor consultations are also reviewed by our internal medical board.

Can a provider prescribe medication as part of an MDLIVE visit?

Yes, if the MDLIVE doctor believes medication is warranted, he or she can write a prescription for non-narcotic medications (i.e. no controlled substances), which can be sent directly to the pharmacy of your choice. ** As soon your consultation is over, your prescription will be sent electronically to one of over 65,000 pharmacies to choose from. If for any reason your pharmacy is unable to receive e-prescriptions, a traditional prescription is generated for our doctors to sign and fax. All prescriptions are fully compliant and include all required information.

Is MDLIVE safe and private?

Yes, MDLIVE is safe and private. MDLIVE is compliant with HIPAA (Health Insurance Portability and Accountability Act) and will only share your information with your selected doctor and pharmacy.

What system requirements do I need for MDLIVE videoconferencing?

To use video conferencing you need:

- Windows®7, Vista, or XP
- A Mac running OSX 10.6 (Snow Leopard) or superior.
- Highspeed internet connection
- A webcam with at least 1.3 megapixels
- Microphone (most webcams already have microphone built in)

After you set up an account, you will be able to use a simple online simulation to test your configuration and check if you are ready for a virtual consultation.

I have a question that isn't listed here. Can you help me?

Don't see your question? Don't worry. Just call us at 1-888-365-1663. We have highly trained health service specialists standing by to take your call, 24/7/365.

Disclaimers

* MDLIVE has temporarily ceased services in Idaho because of differing interpretations of state regulations regarding telemedicine and prescribing.

** Please note: Some state laws require that a doctor can only prescribe medication in certain situations and subject to certain limitations.

MDLIVE Prescription Policy

Doctors providing consultations for MDLIVE members offer prescriptions for a wide range of products that deliver direct medicinal value. These include, but are not limited to, drug classes such as antibiotics and antihistamines. Convenience prescriptions for maintenance medicines may also be obtained in cases where a member is in transition to a new insurance plan or doctor.

It is important to note that MDLIVE is not a drug fulfillment warehouse. In the event a doctor does prescribe medication, he/she will usually limit the supply to no more than thirty days. Patients with chronic illnesses should visit their primary care doctors or other specialists for extended care. MDLIVE doctors do not issue prescriptions for substances controlled by the DEA, for non-therapeutic use, and/or those which may be harmful (potential for abuse or addiction).

For a current list of DEA controlled substances, visit <http://www.deadiversion.usdoj.gov/schedules/>