



# RelyMD Member Frequently Asked Questions

## What is RelyMD?

RelyMD provides 24/7/365 access to healthcare providers over interactive audio or video who consult, diagnose and if needed prescribe medication for common and acute illnesses. It is a convenient way for you to talk with and receive treatment from a provider. RelyMD is easy-to-use, secure, private, and affordable. You can request a visit with a provider by two-way video conferencing or phone. Simply call us at 855-879-4332, download our mobile app or sign into your patient portal account at [relymd.com](http://relymd.com).

## Will I be speaking with a “real provider”?

Yes. The providers in our network are all U.S. Board certified, credentialed and actively practicing.

## How it Works?

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

### Step 1: Contact RelyMD 24/7

Access to RelyMD’s nationwide network of providers is available via phone, video or mobile app.

### Step 2: Talk with a Provider

A provider will review the patient’s medical history and contact them within minutes.

### Step 3: Resolve the Issue

A provider will diagnose and prescribe medication, if medically necessary, electronically to the pharmacy of choice.

## How long will I wait for the provider to call me back? How long does a medical consultation last?

Our current average call back time is around 30 minutes or less. We do tell patients to wait up to 3 hours, depending on time/location. A typical medical consultation lasts 3-5 minutes.

## What medical conditions can be treated?

Allergies, cold and flu, diarrhea, constipation, pink eye, respiratory infections, sinus issues, urinary tract infections, skin irritations and many more!

## What we DO NOT TREAT:

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

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

Busy schedules, location or other conflicts can make it difficult to get to the doctor and ER visits are quite expensive. It also depends on the type of condition you need care or treatment for. RelyMD does not replace your primary care physician but rather compliments them when they are not available.

- Are you considering the ER or Urgent Care for a non-emergency issue?
- Do you want care now and your physician is not available?
- Are you traveling and in need of medical care?



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### Can I receive care from a provider if I'm traveling or in another state?

Yes. You can call us directly at 855-879-4332 if you are away from a computer or use our mobile app.

### Can I call or be treated if I am traveling outside of the United States?

International consults are not permitted.

### Can I use my usual pharmacy?

Yes. When a prescription is deemed necessary, the provider can send the prescription to any pharmacy you would like. Many pharmacies have free or reduced prices on antibiotics. If you are using your insurance prescription card or discount drug program card, standard negotiated rates will apply.

### Can my spouse and dependents use the service?

Yes, we treat dependents ages 6 mos. - 26 years. Spouse + dependents can be added to your health portal account. It works just like a Netflix account where you have different profiles under your account/login.

### I would like to send the provider a photo of my condition, is that possible?

Yes, you can take a photo and upload it for the provider to review.

### How long will it take to pick up my prescription?

If the provider decides to prescribe medication, they will send it electronically to your pharmacy of choice. Once the provider sends the prescription to the pharmacy, it is now in the hands of the pharmacist. If you experience any delays or issues with your prescription, please contact us at 855-879-4332.

### When is RelyMD available?

RelyMD is available 24/7/365 by requesting a visit at 855-879-4332, downloading our mobile app or on the web at [relymd.com](http://relymd.com).

## Virtual Visits Anytime, Anywhere



Visit [patient.relymd.app](http://patient.relymd.app) from your computer.



Download the RelyMD app from your device's app store.



Dial 855-879-4332 from your telephone.