

New Virtual Co-worker Clinic for UNC REX Co-workers

Beginning March 1, UNC REX Healthcare will offer its co-workers access to an online, virtual health clinic staffed by RelyMD. Through RelyMD, UNC REX co-workers will have access 24 hours a day, 7 days a week, 365 days a year to local, board-certified emergency medicine physicians through a mobile app, web browser or phone call. The cost is \$15 per visit for UNC REX co-workers. Family members may use the service too, but it will cost \$50 per visit.

The virtual co-worker health clinic will function like an online urgent care and diagnose and treat common health issues like sore throat, cold and flu, sinus infections and rashes. The service does not replace your primary care physician.

Who can use RelyMD?

All UNC REX co-workers are eligible to use RelyMD. You do not need to be enrolled in the UNC REX health plan, or any health plan, to use the service. Family members can use RelyMD, but the fee will be \$50 per visit.

Who are the RelyMD doctors?

RelyMD is staffed exclusively by Wake Emergency Physicians, PA (WEPPA), an independent group of 95 Raleigh-based emergency medicine doctors. WEPPA staffs nine emergency departments in the greater Raleigh area, including Johnston Health Clayton hospital (part of UNC Health Care).

When should I use RelyMD?

RelyMD does not replace your family doctor and should be used for nonemergency medical conditions when the convenience and timeliness of seeing a doctor from your home is a priority. Many patients use RelyMD for:

- After-hours care when your doctor and urgent care facilities aren't open
- Prescription refills
- Determining if an illness requires prescription medication
- Peace of mind for parents with sick children (6 months or older) in the middle of the night
- Evaluating minor injuries and deciding next steps

What does RelyMD treat?

RelyMD can treat many medical problems that are not medical emergencies. Common problems they treat include:

- abdominal cramps
 - allergies
 - arthritic pain
 - mild asthma
 - bronchitis
 - cold and flu
 - constipation
 - diarrhea
 - ear infection
 - eye infections
 - fever
 - gout
 - headache
 - hemorrhoids
 - insect bites
 - joint aches and pains
 - muscle pains and strains
 - pink eye
 - rashes
 - respiratory infections
 - sinus infection
 - skin infections
 - sore throat
 - vomiting
- Nine out of 10 RelyMD patients have their medical issue completely resolved after their session with RelyMD.
 - For patients that require follow up evaluation, RelyMD will serve as a “care coordinator” guiding the patient to the most appropriate care given the patient’s medical history, severity of symptoms, and available health care resources.
 - Patients needing a primary care physician or specialist will be offered referrals to UNC Health Care providers and facilities, or providers within UNC Health Alliance, subject to the patient’s preference.

Where can I use RelyMD?

Through your smartphone, tablet, computer or telephone, RelyMD allows you to contact a doctor from the comfort and convenience of your home, office or anywhere you travel in the state of North Carolina, 24 hours a day, 7 days a week, 365 days a year.



How can I use RelyMD?

You can connect with a RelyMD physician through your smartphone, tablet, computer, or a phone call. If using your computer, visit www.relymd.com/rex, and you will find quick and easy steps to connect you with a physician. To see a physician using your Apple or Android smartphone or tablet, download the free RelyMD app.

If you do not have access to a smartphone or computer, you can call 855-384-6688 and connect with a doctor by telephone.

Why should I use RelyMD?

With a cost of \$15 per visit and an average wait time of less than 10 minutes for an appointment, RelyMD is a quick, convenient and cost effective way for UNC REX co-workers to seek high quality care for acute health care issues.

For more information or to see a doctor, visit
www.relymd.com/rex