

RelyMD Behind the Scenes

There is a lot of thought that goes into every RelyMD consult, here's how we ensure safe and effective medical treatment to make sure you're in good hands.



Patient Logs into Portal or Calls Nurse Triage Line

Our platform and nurses work to establish where you're calling from and why you need care.

Provider Prepares for Consult

For high-level medical care, you need a provider who's available and ready to take your call. Once contacted by our team of specialists, they'll find an HIPAA compliant location from which to speak with you so that the conversation remains private (and secure) at all times.

Provider Starts Your Visit

You will be notified once the provider is ready to start your visit. Please be located in a quiet place with good phone or internet connectivity.

Feel Better!

Now that your consult is complete, you'll be on your way to feeling better soon!

Provider Selected for Your Care

As a patient of ours, you are always assured that our providers have the experience and expertise to diagnose your condition. Including their locations, we can assure that you will be connected with a provider who is qualified for handling your medical need.

Provider Reviews Your Chart

Prior to starting your appointment, the provider who will care for you reviews your chart. This includes why you are there and any medical history or allergies that might be listed in our records.

Provider Charts About Visit and Submits Prescription When Applicable

We help keep you healthy by connecting to your online health portal, where we'll provide all necessary notes and post-consult care instructions. Prescriptions will be sent directly to the pharmacy of your choice!

We do everything we can to reduce wait times, however longer wait times may be necessary in order to connect you with the best provider for your needs.

