



## **Introducing the Optimed Program - a Complete Medical Health Solution for its Subscribers**

### **Working with your schedule, not against it.**

We know that health issues don't operate on a 9-5 schedule. So that's why we've come up with an alternative, giving you real-time access to our physicians whenever you need them. 24 hours a day, 7 days a week, 365 days a year.

Whether you are at home, in the office, on vacation, or visiting relatives far from home, just pick up the phone and we will be there for you.

### **Easy access to an affordable solution**

With iSelectMD Wireless, you have access to superior medical care whenever you need it. By simply calling our toll-free number or going to our mobile health portal and enter **access code (c2216)**, you can be in touch with our exceptional staff of doctors in no time at all. On average, it takes just 12 minutes for a physician to return your call and 30 minutes to get resolution. It doesn't get much simpler than that.

Should you need to consult one of our doctors, it costs just \$0.00. No hidden fees. No surprises. This is healthcare that never requires you to read between the lines.

### **The iSelectMD mHealth Process**

It's an easy, straight forward process to get access to our nationwide network of board certified physicians. You simply:

1. **Register with iSelectMD** at: <https://mhealth.iselectmd.com/optimed.html>
2. Use the OptiMed **access code (c2216)** when registering.
3. Complete your Profile and Medical Health Disclosure and don't forget to register your family as well – saves time when you aren't feeling well and want to get a physician quickly.
4. Then, when you need to see a physician simply call our toll free number or visit our mobile health portal.

## Schedule a Consult

Our patient-centric process begins with contacting our Patient Care Center at 877-775-3006 ext 1. Our trained professional staff will:

1. Verify you are not experiencing a healthcare emergency.
2. Record symptoms and verify they fall within iSelectMD scope of non-emergent illnesses.
3. Request most convenient pharmacy name and contact information in the event that the physician decides that a prescription is appropriate.
4. Contact a board certified physician and convey pertinent information.
5. Next an iSelectMD physician will contact you at the time and number you provided.
6. Physician will consult and discuss diagnosis and potential treatment plan.
7. If appropriate physician will call a prescription into your preferred pharmacy.
8. If you are not feeling better or have gotten worse, contact iSelectMD back at no additional charge or seek immediate care with your primary care physician, Urgent Care, or Emergency Department.

## iSelectMD mHealth Objective

The objective for the iSelectMD mHealth program is to provide the following health services 24x7x365 in a timely, caring and inexpensive way (partial list):

### Illnesses Treated

- Respiratory Infections – Sinusitis / Bronchitis
- Urinary Tract Infections
- Pharyngitis / Sore Throat / Strep Throat
- Pink Eye / Conjunctivitis
- Seasonal Allergies
- Cold & Flu
- Indigestion / Diarrhea
- Shingles
- Poison Ivy
- Minor Sprain and Muscular Strains
- Motion Sickness when Traveling

### Historical Performance Averages

- 3.21 Minutes at call center
- 11.7 Minutes average physician response times
- 14.9 Minutes average physician consult time
- 29 Minutes start to finish
- 71% of consults received a prescription
- 99.5% of members reported the issue was resolved
- 100% indicated that they would use the service again
- 88% of members had health insurance coverage

(Note: This is not an insurance benefit)