

1. **Summary of Services:**

VUC consultations are available 24/7/365 and provide members with convenient, quality medical consultations via telephone, secure video and secure email. Our physicians can diagnose many common conditions and recommend treatment plans including non-controlled prescription medication as necessary.

2. **Servicing Details:**

- ✓ 24 hours, 7 days a week, 365 days a year
- ✓ Nationwide, including Puerto Rico
- ✓ Bilingual Care Team and Physician Network



3. **When to use:**

- Cold/Flu
- Sinus Infection
- Upper Respiratory Infection
- Allergies
- Headache
- Bronchitis
- Stomach Ache/Diarrhea
- Fever
- Eye Infection
- Rash/Skin Infection
- Yeast Infection
- Urinary Tract Infection

Virtual Urgent Care

Operating - Servicing Guidelines

4. **Restrictions:**

- NO Narcotics or DEA Controlled Substances prescribed
- NO treatment for children under the age of 2 years old
- NO Birth Control prescribed
- NO treatment for Pregnant Women
- NO treatment for Male UTIs
- NO treatment for Weight Loss, Hair Loss, Erectile Dysfunction, or Smoking Cessation
- NO on-going refills for chronic illnesses

5. **Servicing Guidelines:**

- Members can request a VUC consultation by contacting our Patient Care Team 24/7/365 OR logging into their secure online account.
- Members are required to populate or update their Electronic Health Records with each consultation request.
- Consultations are completed within 3 hours of their consultation request.
- If a prescription is necessary, it will be sent to the member's preferred pharmacy.
- Members can review, save, and/or share their consultation records by logging into their secure online account.
- Members are contacted by phone 36-48 hours after their consultation for a quick satisfaction survey.
- Members can contact our Patient Care Team 24/7/365 with any questions.