

Conditions We Treat

Telemedicine is appropriate for many common medical conditions, including:

- Allergies and rashes
- Arthritis pain
- Back pain or injury
- Bone or joint pain, strain or injury
- Cold sores
- Diarrhea
- Earache
- Conjunctivitis or pink eye
- Fever and flu
- Headache
- Insect bites and stings
- Lice
- Lyme disease
- Nasal or respiratory congestion
- Sinusitis
- Soft tissue and muscle injuries or pain
- Sore throat
- Stomach ache and nausea
- Upper respiratory infections
- Urinary tract infections
- Vomiting
- Your individual concerns

SwiftMD does not replace your PCP or specialists managing chronic and serious conditions. SwiftMD doctors do not prescribe controlled substances, psychiatric and certain other medications. For more info review the *Exclusionary Criteria* posted at SwiftMD.com. © SwiftMD. All rights reserved.

Questions? Concerns?
Need help getting started?

SwiftMD.com
833-SWIFTMD
(833-794-3863)



All SwiftMD systems and processes are HIPAA compliant. Your information is maintained on secure servers, and encryption technology is used. SwiftMD is committed to protecting the privacy, security, and integrity of individually identifiable health information received from or on behalf of our clients.



SWIFTMD
Talk to a Doctor. Anytime. Anywhere.

MEMBER GUIDE

WELCOME TO SWIFTMD

Benefits of SwiftMD

SwiftMD delivers quality healthcare, whenever and wherever you need it. Some of the benefits of SwiftMD:

- 24/7 nationwide access to U.S. board-certified physicians by phone or videoconference.
- Convenient consults from your home, office or on the road, usually within 30 minutes.
- Doctor makes diagnosis, recommends treatment, and sends prescriptions to your preferred local pharmacy.
- Doctors can treat many minor, common conditions, such as rashes, fever and flu, sinusitis, back pain, strep throat, earache and UTIs
- Avoid unnecessary visits to the ER and Urgent Care, and long waits for appointments at your doctor's office.

Safe Practice of Telemedicine

SwiftMD doctors have expertise diagnosing a range of illnesses and injuries. Even so, some conditions are unsafe to treat exclusively with telemedicine.

True emergencies should be treated in a hospital Emergency Department.

SwiftMD does not replace your primary care physician or specialists managing chronic and serious medical conditions, including providing refills. SwiftMD doctors do not prescribe controlled substances, psychiatric medications, and certain drugs that may be harmful because of their potential for abuse. For more information, review our *Exclusionary Criteria* posted at [SwiftMD.com](https://www.swiftmd.com).

Your SwiftMD Membership

Your SwiftMD membership is a health benefit provided to you and your family by your employer.

Eligible employees and family members can talk to a doctor 24/7 at no cost for co-pays and consult fees!

This benefit is 100% paid by your employer.

Your Family Members

- Adult members can schedule consults for anyone in the account.
- Parents or guardians are required to oversee telemedicine consults for dependents under age 18.
- Telemedicine is not recommended for children under age 3. When a child is unable to describe their symptoms, it is important to see a doctor who can provide an in-person visit and physical exam to diagnose the patient.

SwiftMD Physicians

Quality physicians are at the core of what we do.

Our doctors are:

- U.S.-trained and board-certified.
- Trained in telemedicine.
- Experienced at diagnosing a range of illnesses and injuries, with a minimum of ten years practicing medicine.
- Excellent communicators with great bedside manner!



GETTING STARTED

SwiftMD by phone

- You can use SwiftMD anytime by calling toll-free 833-SWIFTMD (833-794-3863).

Download the app or use SwiftMD online

- Download the app, or go to [SwiftMD.com](https://www.swiftmd.com) login and click "Get Started."
- When activating your account, enter your email, cell phone, and pharmacy information to facilitate your future consults.
- Please take a few minutes to enter your medical history before talking to a SwiftMD doctor.

SwiftMD resources

- After a consultation you can review your visit notes, and download them to share with your PCP or family members.
- Each adult family member (age 18 and over) has an individual online account and can schedule consults for themselves and other family members.

The SwiftMD Terms of Use and other policies are posted online at [SwiftMD.com](https://www.swiftmd.com). It is your responsibility to familiarize yourself with these policies before using the SwiftMD service.