

TALK TO A DOCTOR ANYTIME

MDLIVE gives you 24/7/365 access to U.S. board-certified doctors through the convenience of a phone call. This is a great alternative to Urgent Care and Emergency Room visits because services you receive through MDLIVE are a part of the medical plan. An MDLIVE doctor can give you a diagnosis. The doctor can even prescribe medications if needed.

No Cost
To You!

WHEN CAN I USE MDLIVE?

- If you are considering the emergency room or urgent care for a non-emergency issue
- You are on vacation, on a business trip, or away from home
- Antibiotic prescriptions

WAYS TO CONNECT

You can easily activate your account or connect with an MDLIVE doctor by using one of the following methods:

- Phone: 888-726-3171
- Website: mdlive.com
- Download the MDLIVE app from the App Store

Know Your Care Options

Sometimes it's easy to know when you should go to an emergency room. At other times, it's less clear. Where do you go when you have an ear infection, or you are generally not feeling well? The emergency room can be an expensive option. The information below can help you figure out when to use each type of care.

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TELEHEALTH

Includes 24/7 remote healthcare services that use technology to connect patients with healthcare providers. Use it for allergies, sinus infections and more.

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PRIMARY CARE

The go-to place for managing your health with regular, preventive care. Your primary care provider knows you best. They will also help with non-urgent illnesses and vaccinations.

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URGENT CARE

Walk-in clinics with extended hours are for urgent but not life-threatening illness and injury, such as broken bones or cuts requiring stitches. Be careful—many look like Urgent Care facilities but charge as an Emergency Room.

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EMERGENCY ROOM

Open 24/7, immediate care for serious health needs such as chest pain, shortness of breath, heavy bleeding, or mental health crisis. Always call 911 if you have a life-threatening emergency.