

Telemedicine

When you enroll in the medical plan through Harrison Senior Living, you and your covered dependents will have access to SwiftMD, an added benefit that gives you 24/7 access to a national network of U.S. board-certified doctors.

Your access to SwiftMD lets you talk with a doctor anytime, anywhere, through phone or online video consults. But best of all, when you use SwiftMD there will be no charge to you for the telephonic or video chat consultation.

When to Use Telemedicine

- If you're considering the ER or urgent care for a non-emergency medical issue
- Your primary care physician is not available
- At home, traveling or at work
- 24 hours a day/7 days a week/365 days a year, even holidays

What Can Be Treated

- Allergies and rashes
- Nasal or respiratory congestion, sinusitis
- Cold and flu, ear infections
- Joint Aches and Pain
- Stomach problems, nausea, vomiting, diarrhea
- Pediatric Care related to cold, ear infection, fever, nausea, pink eye and more

Program Highlights

- Average call-back time of less than 12 minutes and always within the hour
- HIPAA compliant
- Prescriptions called into local pharmacy (when appropriate)
- Transcript of consultation can be shared with Primary Care Physician for continuity of care

How to Use Telemedicine

- **Your membership must be activated by calling 833.794.3863 or visiting www.myswiftmd.com.**
- **By Phone:** Call the toll-free number (833.794.3863) any time, 24 hours a day/7 days a week/365 days a year, and speak with one of SwiftMD's care coordinators who will evaluate your needs and schedule your doctor appointment. The Doctor will call you back at the contact number you provided.
- **By Video:** if during the phone consult the Doctor feels the diagnosis can be enhanced by dual-video he will schedule that for an immediate encounter.

How it Works



Schedule an Appointment

To schedule an appointment, simply log in to your account or call the toll-free number.



Talk to a Doctor

A physician will call you back, usually within 30 minutes, to discuss your condition, provide a diagnosis, and recommend treatment.



Pick Up Your Prescription

When appropriate, the physician may send in a prescription to your pharmacy of choice.



Access Your Personal Health Record

Your health record will be updated and is available 24/7 for your review.



Get Better Faster

Telemedicine is easy and provides the high-quality care you need, when and where you need it.