



# Geisinger

## Get to know our telemedicine services

### What is telemedicine?

Telemedicine (also called telehealth) appointments let you speak to a doctor in real time using video chat technology, like FaceTime or Skype. Using a secure network, our board-certified doctors will advise, treat and diagnose you the same way they would in a traditional office appointment — only in a live virtual visit.

It's completely safe — and everything is right at your provider's fingertips for review and interpretation before and during your visit. All you need is a smartphone (iPhone or Android), tablet or computer with a webcam and speaker, along with a high-speed internet connection.

When it comes to telemedicine, what are your options?

### Telemedicine and primary care providers

Many doctors are offering telemedicine services, even outside of Geisinger. You can contact your primary care provider to learn about what they offer. Virtual doctor visit services and cost-sharing details are outlined in benefit materials.

If you see Geisinger doctors, they can call our hotline at [800-275-6401](tel:800-275-6401) for more information on telemedicine services available and schedule your visit.

Telemedicine appointments with Geisinger providers can tackle primary care for you and your entire family. Get treatment for common issues like:

- Cold and flu
- Allergy
- Rash
- Sinus infection
- Urinary tract infection (UTI)

We also offer telemedicine visits for specialty care, including:

- Behavioral health
- Dermatology
- Pediatric specialties
- Cardiology
- Neurology
- Neurosurgery
- Orthopaedics
- Diabetes care
- Psychiatry and more

Get the full list of available services at [GeisingerHealthPlan.com/Teladoc](https://www.geisingerhealthplan.com/teladoc).

### Can't wait for an appointment? Try Teladoc.

Have a health concern and need care now? We're partnering with Teladoc to offer virtual doctor visits, including COVID-19 screenings. Virtual doctor visit services and cost-sharing details are outlined in benefit materials.

Teladoc\* is a telehealth service that connects you to board-certified, highly trained doctors who can diagnose and treat non-emergency issues right over the phone, no in-person visit needed. And if an Rx prescription is needed? No worries — a prescription can also be provided, if necessary.

If you need routine medical or behavioral health care and your primary care provider is not available, visit [Teladoc.com](https://www.teladoc.com) or call [800-835-2362](tel:800-835-2362) to get started.

### Tel-A-Nurse hotline

This hotline is designed to guide you to the proper care channels, whether that means scheduling an appointment with your PCP, stopping in at a convenient care location or heading to the emergency room. Think of Tel-A-Nurse as a first defense to medical questions and advice.

Talk with a registered nurse 24 hours a day, 7 days a week at [877-543-5061](tel:877-543-5061). Getting answers is as simple as picking up the phone and calling. This service is not for medical emergencies or urgent needs and should not replace your employees' primary care provider.

There is no copay or cost for using the Tel-A-Nurse hotline service.

Chat with a registered nurse regarding coughs, health advice about newborns, colds, insect bites, arthritis pain, sunburns, information about medications and more. Below are just some of the topics included:

- Stomach pain
- Ulcers
- Hay fever
- Asthma
- Diabetes
- Arthritis
- Heat exhaustion
- Burns
- Colds
- Acid reflux
- Medications
- Medical tests
- Losing weight
- Croup
- Measles
- Children's bed wetting
- Infant vomiting
- Children's fever
- Mumps
- Sore throat
- Back pain
- Managing cholesterol
- Managing high blood pressure
- Developing an exercise plan
- Quitting smoking
- Questions to ask your doctor

### Telemedicine and COVID-19

You don't have to skip or cancel your medical or behavioral health\* appointments because of COVID-19.

While most people who have COVID-19 will experience mild symptoms, Teladoc doctors can evaluate your risk and recommend next steps. If you believe you're experiencing symptoms related to COVID-19, use Teladoc before heading to your doctor's office, urgent care clinic or the ER if your needs are non-emergent.

*\*Some members may not be eligible for behavioral health services through Geisinger Health Plan based on their benefits.*

Geisinger Health Plan may refer collectively to health care coverage sponsors Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted. Geisinger Health Plan is part of Geisinger, an integrated health care delivery and coverage organization.

Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-447-4000 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-447-4000 (TTY: 711)