

Conditions We Treat

For many members, SwiftMD is the first call they make at the onset of illness or injury. In fact, many routine and non-urgent cases can be safely treated by a SwiftMD physician by phone or videoconference.

Please feel free to call with any medical concern or question. However, if you believe you're experiencing a true emergency, call 911 immediately.

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
- Eye problems, conjunctivitis or pink eye
- Fever and flu
- Headache
- Impetigo
- Insect bites and stings
- Lice
- Lyme disease
- Nasal or respiratory congestion
- Poison ivy
- Prescriptions, when appropriate
- Sinusitis
- Soft tissue and muscle injuries or pain
- Sore throat
- Stomach problems, nausea, vomiting
- Upper respiratory infections
- Upset stomach
- Urinary tract infections
- Vomiting
- Your individual medical concerns

Member website:

mySwiftMD.com

Questions? Concerns? Lost login information?
Trouble accessing the member website?

SwiftMD is available to help:

1-877-999-7943

support@swiftmd.com



SwiftMD Member Guide

*SwiftMD doctors are available to
speak with you anytime, anywhere*

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



Welcome to SwiftMD

SwiftMD is a telemedicine service that delivers quality health care directly to patients in need. Benefits that SwiftMD members enjoy include:

- 24/7/365 nationwide access to U.S.-trained and Board-Certified physicians.
- Members consult with doctors via phone or videoconference; doctors make diagnoses and recommend treatment.
- Doctors call in prescriptions when appropriate.
- SwiftMD's Personal Health Record allows members to enter their Medical History, and view their SwiftMD treatment notes online.
- Members can access Treatment Guidelines for 30+ common conditions.
- Members can avoid unnecessary visits to the ER, or long waits for an appointment at the doctor's office.

SwiftMD Physicians

Quality physicians are at the core of what we do. We employ excellent American-trained, Board-Certified Emergency and Family Practice doctors. Our doctors:

- Are U.S.-trained in Emergency or Family Medicine, and are board-certified.
- Are trained in telemedicine.
- Are experienced in diagnosing a range of illnesses and injuries.
- Have a minimum of ten years practicing medicine.

Your SwiftMD membership

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

Our U.S. Board-Certified doctors are available for consults over the phone or videoconference, from your home, office, or on the road. SwiftMD physicians can diagnose, recommend treatment, and submit prescriptions to your pharmacy of choice.

As a SwiftMD member, you can talk to a doctor 24/7!

- Call toll free 1-877-WWW-SWIFT (1-877-999-7943).
- Go online at www.mySwiftMD.com.

Getting started

- Remember you can use SwiftMD anytime, simply by calling our toll free number 1-877-WWW-SWIFT (1-877-999-7943).
- To use SwiftMD online, go to mySwiftMD.com and log in with your username and password. If you don't have your username and password, use the "Activate Your Account" link to retrieve them.
- Once you log in, provide an email address that you would like SwiftMD to use to communicate important information about your membership. SwiftMD complies with patient privacy regulations (HIPAA) to safeguard your Personal Health Information, and never sells your information to third parties.
- Please take a few minutes to enter your Medical History before talking to a SwiftMD doctor. After a consultation you will be able to review the visit notes in your Personal Health Record online.

Your Family Members

- Each adult family member (age 18 and over) has an individual profile with a unique SwiftMD username and password.
- Parents or Guardians are required to oversee the telemedicine consults of dependents under the age of 18, and adult wards.
- Telemedicine is not recommended for young children under age 3. When a child is unable to describe his or her symptoms, it is important to see a pediatrician or family doctor who can provide a physical examination to diagnose the patient.
- For more information about your membership, visit SwiftMD.com and click the Members tab.

If you have any questions about your membership, or need assistance scheduling a telemedicine consult, call us at 1-877-WWW-SWIFT (1-877-999-7943) or use the "Contact Us" link at mySwiftMD.com.

Safe Practice of Telemedicine

SwiftMD physicians have skill and experience diagnosing a range of illnesses and injuries. Even so, there are a number of conditions that are unsafe to treat exclusively with telemedicine.

True emergencies should be treated in a hospital Emergency Department.

While SwiftMD can provide many healthcare services to you at your convenience, it is not designed to replace your Primary Care Physician or Specialists managing chronic illnesses or serious medical conditions. For more information, please refer to the ***Exclusionary Criteria*** posted on mySwiftMD.com