



**Easy to use and available on your schedule – Anytime, Anywhere.**

## How to use telemedicine



### Video Consultation

See a doctor using your computer over the Internet, via webcam



### Phone Consultation

No webcam? No problem! Speak to a doctor over the phone



### E-mail Advice

After you've talked with the doctor – use secure email to ask follow-up questions

## When to use telemedicine

- ▶ 24/7/365
- ▶ If your primary care doctor is not available
- ▶ Instead of going to the ER or an urgent care center (for a non-emergency issue)
- ▶ To request prescription refills\*
- ▶ If traveling and in need of medical care
- ▶ When it's not convenient to leave your home or office
- ▶ Anytime, anywhere including nights, weekends and even holidays

**ExcellusBCBS.com/Telemedicine**  
**1-800-400-6354**

Excellus   | Powered by **MDLIVE**

\*MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services. For complete terms of use visit [www.mdlive.com/pages/terms.html](http://www.mdlive.com/pages/terms.html)

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