

Telemedicine

SWIFTMD



For the 2020-2021 benefit year, Archway Programs will continue to offer a 100% Employer Paid Telemedicine Plan through SwiftMD.

Telemedicine, or the delivery of healthcare through digital technology, allows you rapid access to medical professionals at any time.

SwiftMD will provide employees and their dependents with telephonic or videoconference access to U.S. Board Certified physicians, 24 hours a day/7 days a week/365 days a year. Members can schedule a Doctor visit by phone or online at [myswiftmd.com](https://www.myswiftmd.com). Members can get immediate access or schedule an appointment for a more convenient time. 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

Using Telemedicine

Your membership must be activated by calling 877.999.7943 or visiting www.myswiftmd.com.

By phone: Call the toll-free number (877.999.7943) 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, they will schedule that for an immediate encounter.

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