

## **24/7/365** on-demand access to affordable, quality healthcare. Anytime, Anywhere.

MDLIVE offers 24/7/365 on-demand access to a national network of board-certified doctors and pediatricians that can diagnose, recommend treatment, and prescribe medication. Get the care you need, when you need it.



### **MDLIVE App Now Available**

Doctor visits are easier than ever with the new MDLIVE Mobile App!



[mdlive.com/getapp](http://mdlive.com/getapp)



### **When should I use MDLIVE?**

- 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
- 24/7/365, even holidays!

### **What can be treated?**

- Allergies
- Asthma
- Bronchitis
- Cold and Flu
- Ear Ache
- Joint Aches and Pain
- Respiratory Infection
- Sinus Problems
- And More!

### **Pediatric Care related to:**

- Cold & Flu
- Constipation
- Ear Ache
- Fever
- Nausea & Vomiting
- Pink Eye
- And More!

### **Who are our providers?**

Our providers practice primary care, pediatrics, family and emergency medicine, and have incorporated MDLIVE into their practice to provide convenient access to quality care.

### **Are my children eligible?**

Yes. MDLIVE has local pediatricians on-call 24/7/365. However, a parent or guardian must be present during registration and any consultations involving minors.

### **How much does it cost?**

Your cost is your Plan's PCP copay or \$39 for plans without copays.

**Register now! Call us at 1-866-648-3638 or visit us at [mdlive.com/optima](http://mdlive.com/optima)**

# Options For Care

## Do You Want to Save Time and Money?

Knowing where to go when you are sick or injured can keep money in your pocket and save you valuable time. In an emergency situation, you should always go to your nearest provider. However, you have several options in a non-emergency health situation, since care in a hospital Emergency Department is expensive. Be sure your health situation is an emergency before you go to a hospital Emergency Department for care. Situations such as ear pain, throat pain, colds/flu, and rashes are often best treated by calling your doctor.

### For non-emergency illness or injury:



For a complete list of doctors in the Optima Health network, visit [optimahealth.com](http://optimahealth.com).

## Step 1

Call your doctor's office first. If your doctor is available after hours, follow the instructions provided. If your doctor's office is closed, and your doctor is unavailable by phone, call the **Care Coordination Program/After Hours Nurse Advice Line at 1-877-817-3037**. This **free** call is your link to a licensed nurse who can assist you in determining your immediate next steps for care. If it is determined that you seek care somewhere other than your doctor's office when it re-opens, then consider steps 2 and 3.



## Step 2

Consider calling Sentara **MDLIVE** prior to visiting an Urgent Care Center or the Emergency Department for non-emergent matters if your primary care physician is not available. When you need to connect with a physician, call 1-866-648-3638. From there, you can choose to connect to a physician via phone right away, or you can request an online video visit. Make sure to request that information from your MDLIVE visit is shared with your Primary Care Physician or doctor.



## Step 3

**Urgent Care Centers** may meet your needs and are usually a less expensive and faster option for treatment than a hospital Emergency Department. These facilities are usually open on evenings, weekends, and holidays when your doctor's office may be closed. Be sure to request that information from your visit is shared with your Primary Care Physician or doctor.



## Step 4

**Hospital Emergency Departments** are the most expensive and often take longer than other treatment options in non-life-threatening situations. If you choose to go to an Emergency Department, knowing which hospitals participate with Optima Health can save you money. Be sure to request that information from your visit is shared with your Primary Care Physician or doctor.

