



Harvard Pilgrim
Health Care



DOCTOR
ON DEMAND

Member Experience Overview

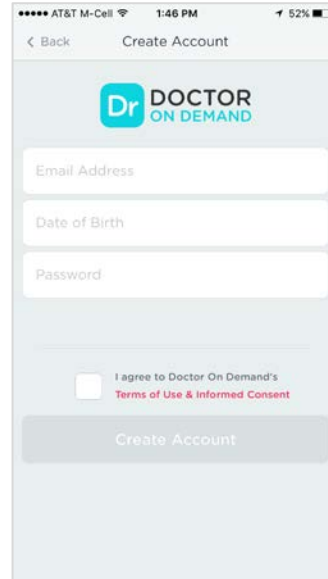
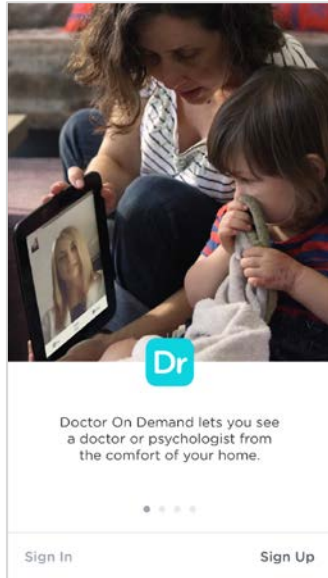


How it works

Works on any **tablet**, **smartphone**, or **computer on demand** or **schedule** in the future.



Registration is quick and easy



AT&T M-Cell 1:46 PM 52%

< Back Create Account

Dr DOCTOR ON DEMAND

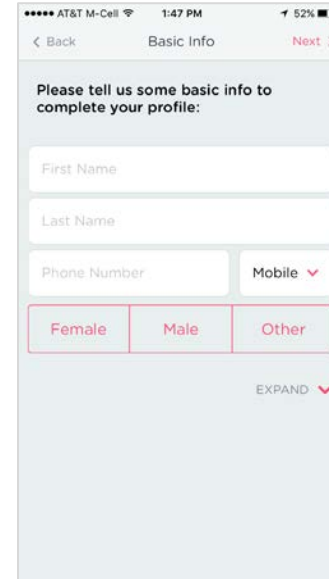
Email Address

Date of Birth

Password

I agree to Doctor On Demand's [Terms of Use & Informed Consent](#)

Create Account



AT&T M-Cell 1:47 PM 52%

< Back Basic Info Next >

Please tell us some basic info to complete your profile:

First Name

Last Name

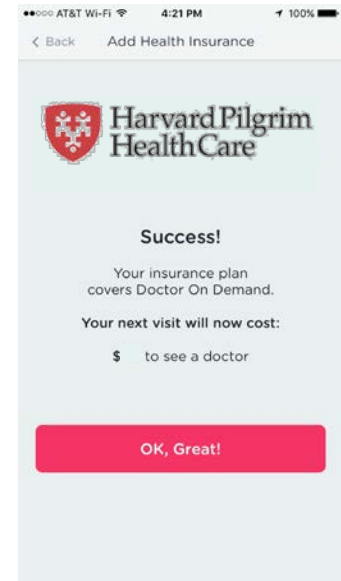
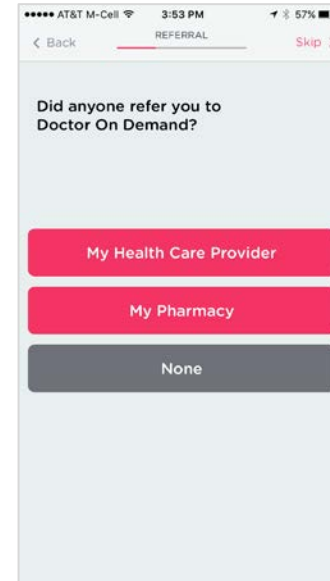
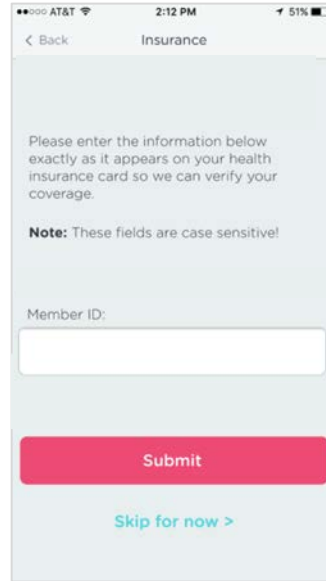
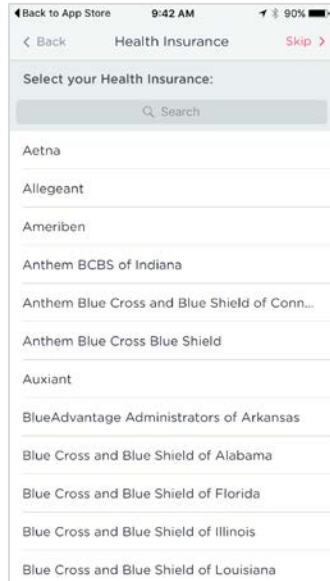
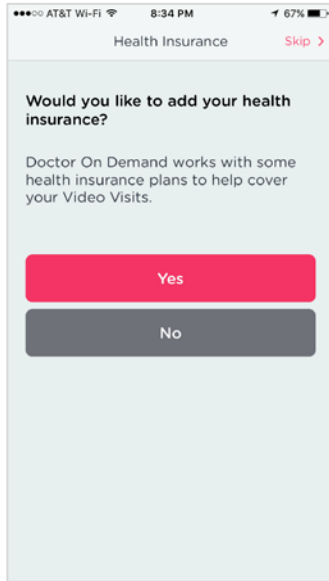
Phone Number Mobile ▾

Female Male Other

EXPAND ▾

Real time eligibility verification

Real-time eligibility checks and claims submission



Answer a few pre-call questions

AT&T 4:15 PM 48%

Back SETUP Next

Who is the Patient?

Me ✓

My Child

Someone Else

No Thanks, I'm Just Browsing...

AT&T Wi-Fi 10:16 AM 53%

Back PURPOSE OF VISIT Next

Please briefly describe the purpose of your visit:

AT&T Wi-Fi 10:16 AM 53%

Back MEDICATIONS Skip

Please tell us if you are currently taking any medications, and if so, how long?

Medication How Long? ✓

Medication How Long? ✓

+ Add Another Medication

Verizon LTE 11:00 AM 56%

Back TIME PERIOD Next

When did you start feeling this way:

Today

Yesterday

The past week ✓

The past month

The past year

More than a year

AT&T Wi-Fi 10:17 AM 53%

Back ALLERGIES Skip

Please tell us any allergies you have:

Allergy

Allergy

+ Add Allergy

Additional Symptoms and Medical Conditions

10:17 AM 53%

< Back SYMPTOMS Skip >

Do you have any of these symptoms?

Tap all that apply.

GENERAL SYMPTOMS

Fever

Weight loss/gain

Difficulty sleeping

Loss of Appetite

Mood changes

Fatigue/weakness

Foreign travel (past month)

Hospitalized (past six months)

HEAD/NECK

Headache

Dizzy/lightheaded

10:24 AM 52%

< Back MEDICAL CONDITIONS Skip >

Please let us know if you have any medical conditions.

Tap all that apply.

CONDITIONS

Cancer

Diabetes

Heart disease

Stroke

High blood pressure

High cholesterol

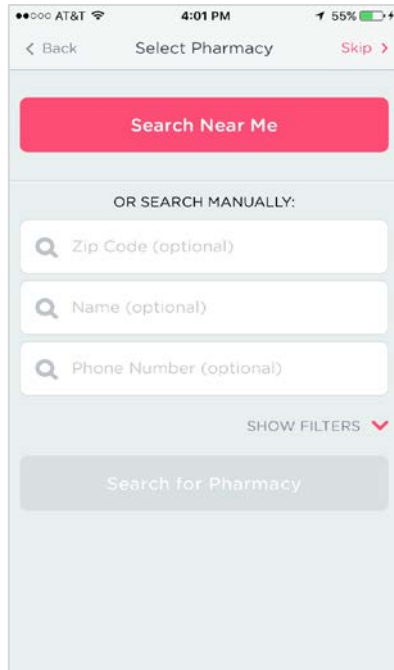
Asthma/COPD

Depression

Arthritis

Abnormal thyroid

Confirm Pharmacy and Payment



4:01 PM 55%
Select Pharmacy Skip >

Search Near Me

OR SEARCH MANUALLY:

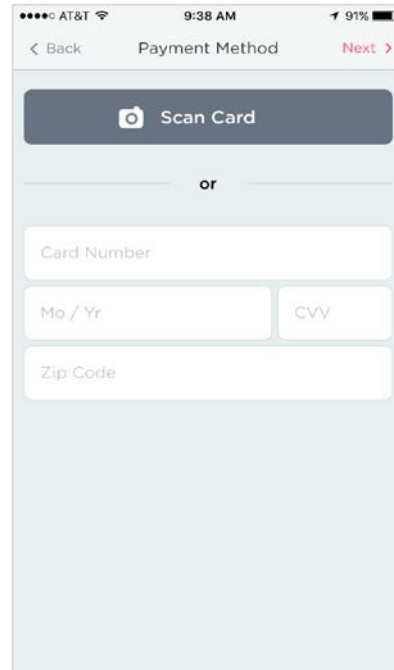
Zip Code (optional)

Name (optional)

Phone Number (optional)

SHOW FILTERS ▾

Search for Pharmacy



9:38 AM 91%
Payment Method Next >

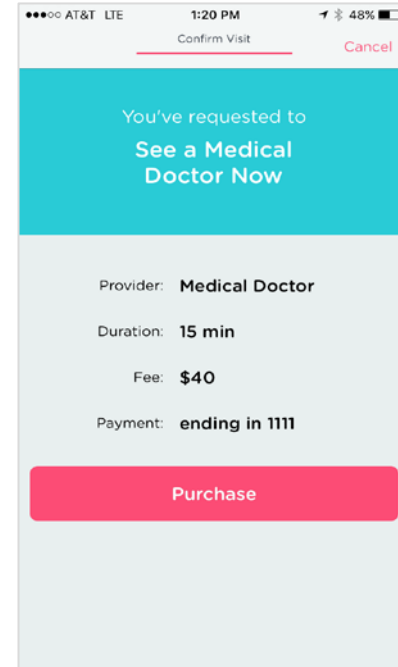
Scan Card

or

Card Number

Mo / Yr CVV

Zip Code



1:20 PM 48%
Confirm Visit Cancel

You've requested to
See a Medical
Doctor Now

Provider: **Medical Doctor**

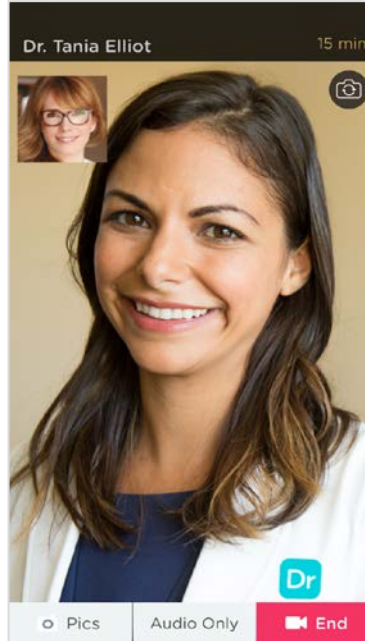
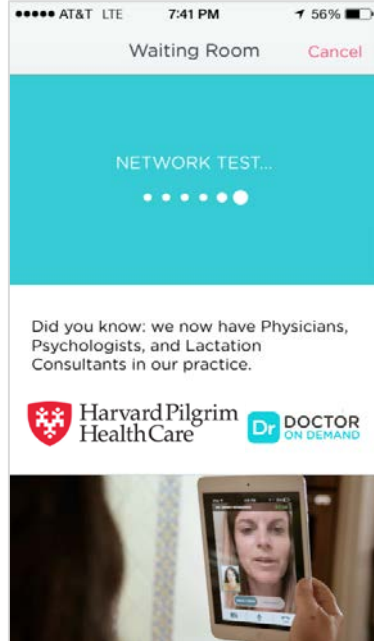
Duration: **15 min**

Fee: **\$40**

Payment: **ending in 1111**

Purchase

During the call



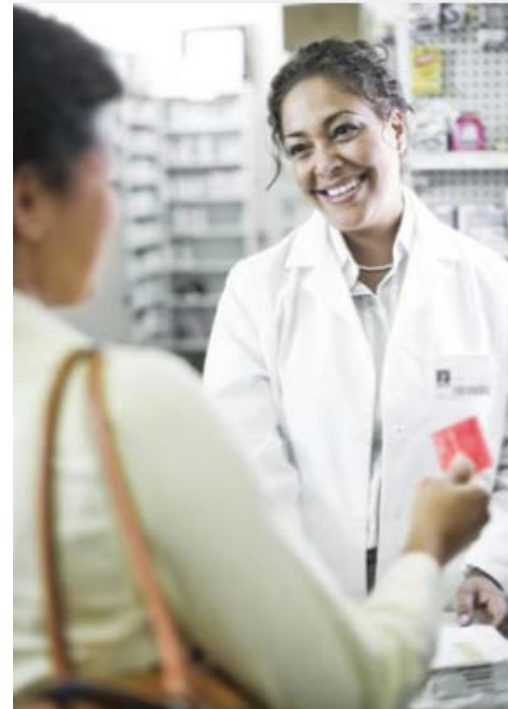
Send a high resolution photo

(if necessary)

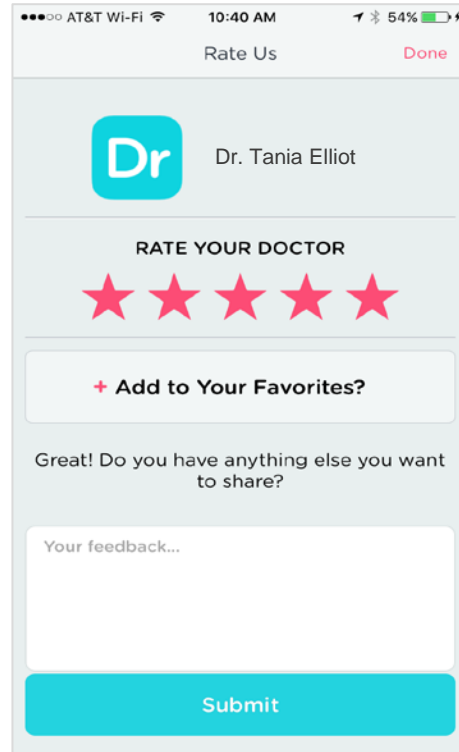


When appropriate, medication is prescribed

- Short term medications and refills
 - Antibiotics
 - Antivirals
 - Allergy Medicine
 - Skin creams
- Refills
 - For diabetes, hypertension, birth control, etc.
- OTC advice
- No controlled substances (Schedule I-IV)



Rate the provider



AT&T Wi-Fi 10:40 AM 54%

Rate Us Done

Dr Dr. Tania Elliot

RATE YOUR DOCTOR

★★★★★

+ Add to Your Favorites?

Great! Do you have anything else you want to share?

Your feedback...

Submit



Average feedback
rating is 4.8



Continuity of Care

- Email Follow up
- In-app follow-up instructions
- If necessary, telephone follow up

