



**AMERIDOC™**  
ADVANCING HEALTHCARE ACCESS

Contact A Patient Advocacy Advisor @ 866.764.7611 For 24/7 Enrollment Assistance

[Click Here For Online Video Version Of This Brochure](#)

[www.designaplannow.com](http://www.designaplannow.com) Tele-Well<sup>SM</sup> Plans [www.designaplannow.com](http://www.designaplannow.com)

Plans Designed By:  
Tele-Well Advisory

Direct to a Patient Advocacy Advisor: 866.764.7611

Marketed by:  
Revenue Objectives Int'l., LLC.

Office Phone: 800.330.7846 / Secure Fax: 877.205.6438

- Over **70% of doctor office visits are unnecessary**<sup>1</sup> (\$153 per visit)
- Over **66% of all ER visits are non-emergencies**<sup>2</sup> (\$1200 per visit)
- In many cases merely **speaking to a doctor by phone avoids unnecessary doctor office and ER visits**<sup>3</sup>

“New care models are critical for bringing health care costs under control, responding to consumer needs and reshaping health care delivery for the future.”  
-- Patrick Geraghty, CEO BCBS-MN

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<sup>1</sup>The Wellness Councils of America (WELCOA), 2008; <sup>2</sup>National Ambulatory Medical Care Survey, 2006 ; <sup>3</sup>Convenient Care and Telemedicine, 2007

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- **24/7 access to Healthcare Services:**

- U.S. licensed **general practice physicians and board-certified specialists**
- Doctors providing **telephone, video and/or secure e-mail medical consultations**

- **Physicians consultations provide:**

- **Immediate answers** to medical questions
- Discussion of symptoms, treatment recommendations, **diagnosis of common conditions, and prescriptions for medication when appropriate**
- **Medically equivalent** care

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- Peace of mind knowing a **doctor is always just a phone call away**
- Save time and money by **eliminating unnecessary trips to the doctors office**, improving access to preventative care
- No waiting for an appointment. Speak to a physician immediately for **personal, private, secure medical consultations**
- 100 percent secure and **HIPAA Compliant**
- **Reduced absenteeism**, fewer sick days by eliminating unnecessary office visits

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## Informational Medical Consultations (unlimited in all Tele-Well<sup>SM</sup> Plans)

Physicians provide specific answers to medical questions, advice regarding non-emergency, routine medical conditions

### Telephone Consultations

- 9 Immediate 24/7 access to a physician
- 9 Toll free call to a doctor for advice
- 9 Over-the-counter recommendations
- 9 Answers to medical questions

### Secure email Consultations

- 9 Securely email a physician for advice
- 9 Private or personal matters
- 9 Detailed information
- 9 Follow-up questions

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## Diagnostic Medical Consultations

Physicians discuss symptoms, recommend treatment options, diagnose many common conditions, and prescribe medication when appropriate (can be unlimited in Tele-Well<sup>SM</sup> Plan)

## Telephone/Video Consultations

- 9 Consult with a physician in usually less than 1 hour
- 9 Convenient appointments available
- 9 Comprehensive medical consultation
- 9 Evaluation and diagnosis of common conditions
- 9 Prescriptions for medication as appropriate

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- The medical **consultations are performed by U.S. based, licensed physicians** with years of experience and training
- Physicians are **credentialed using The National Committee for Quality Assurance credentialing standards**. The credentialing verifies education, state and federal licensure, malpractice and disciplinary history.
  - *The National Committee for Quality Assurance is a private, 501(c)(3) not-for-profit organization dedicated to improving health care quality. Since its founding in 1990, NCQA has been a central figure in driving improvement throughout the health care system, helping to elevate the issue of health care quality to the top of the national agenda.*
- **Malpractice Coverage** – all physicians that have gone through the credentialing process and trained to use the AmeriDoc physician management platform are fully covered under our Malpractice Insurance Coverage

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# Included In All Tele-Well<sup>SM</sup> Plans

The screenshot displays the AmeriDoc website's 'My Account' page. At the top left is the AmeriDoc logo with the tagline 'ADVANCING HEALTHCARE ACCESS'. A navigation bar includes links for HOME, BENEFITS, OUR PROCESS, QUESTIONS, NETWORK PHYSICIANS, and ABOUT US. The main heading is 'MY ACCOUNT' with sub-links for 'Sign Up' and 'Recover Login Info'. A large image shows a man and a woman sitting on a bed looking at a laptop. Below this are two main sections: 'Registered Members' with a login form (Login Name, Password, Sign In button) and 'New Members' with a 'Join Now' button. The footer contains copyright information for 2010 AmeriDoc, LLC, contact details for 1560 Sawgrass Corporate Parkway, Sunrise, Florida 33323, phone number 1.866.747.6899, and logos for WebMD and VeriSign Secured.

## Accessing the Service:

Members can securely login to their member health portal or can call our 24-hr customer call center to schedule a consultation with a physician

The screenshot shows the AmeriDoc Member Console interface. At the top, there is a navigation bar with the AmeriDoc logo and several menu items: HOME (with a house icon), HEALTH RECORDS (with a folder icon), SCHEDULE CENTER (with a calendar icon showing '28'), HEALTH TOOLS (with a heart and gear icon), and MY ACCOUNT (with a notebook icon). Below the navigation bar is a 'Message Center' section with a 'Welcome Rey Stevens' message and a notification 'You have 1 New Message'. The main content area features a large banner with the text 'Have Questions? Don't Wait.' and a 'Talk to a Doctor Now' button. To the left of the banner is a 'Quick Links' sidebar with options like 'Message Center', 'Scheduled Requests', 'Follow Up', 'Consulting History', and 'Questions?'. Below the banner is a 'Customer Service' section with a 24/7 live service team and a toll-free number: 1-877-263-7409. At the bottom, there are three colored boxes: 'Add Family Members' (green), 'Health & Wellness Center' (yellow), and 'Electronic Medical Records' (blue), each with a brief description of the service.

## Member Console:

1. A user-friendly interface to manage your account
2. Update personal health records
3. Schedule convenient medical consultations
4. Review the doctor's progress notes
5. Share consult results with the member's primary care physician
6. and more...

# Included In All Tele-Well<sup>SM</sup> Plans

The screenshot shows the AMERIDOC My Health Center website. At the top, there is a navigation bar with links for HOME, HEALTH RECORDS, SCHEDULE CENTER, HEALTH TOOLS, and MY ACCOUNT. Below this is a Message Center section with a welcome message for Rey Stevens and a notification for 1 new message. The main content area is titled 'My Health Center' and includes a welcome message and a disclaimer. There are several sections for user information: Summary, Personal, Medications, Medical History, and Upload Attachments. The Medications section includes a form for adding a new medication with fields for Medication Name, Frequency, and Current Use (Yes/No). The Medical History section shows a table with columns for Medical Description, Year of Diagnosis, and Current Use, with a row for Asthma diagnosed in 1972. The Upload Attachments section has a file browser and a save button.

## Electronic Health Records

1. Personal information
2. Health assessments
3. Current and past medications
4. Medical conditions
5. Medical documents and images uploaded to a secure account

**AMERIDOC<sup>SM</sup>**  
ADVANCING HEALTHCARE ACCESS

HOME HEALTH RECORDS SCHEDULE CENTER HEALTH TOOLS MY ACCOUNT

**Message Center**  
Welcome Rey Stevens You have 1 New Message

**Quick Links**  
Message Center  
Scheduled Requests  
Follow Up  
Consulting History  
Questions?

**Customer Service**  
24/7 Live customer service team to answer all of your questions  
Call toll-free 1-877-263-7409

## What Type of Consultation Do You Need?

Welcome to the AmeriDoc Schedule Center

To ensure that you receive the most informed care possible, we encourage you to keep your online health history up to date. Some of the information listed below may have been provided by your health plan. Information provided by your plan may exclude sensitive health.

**Informational Consultation by Phone**  
Brief Description of Info Consult by phone will go here. Brief Description of Info Consult.  
✓ Immediate Availability  
✓ Advice & Recommendations  
✓ Second Opinion  
**FREE**  
Talk to a Doctor Now

**Informational Consultation by Email**  
Brief Description of Info Consult by phone will go here. Brief Description of Info Consult.  
✓ Informational  
✓ Advice & Recommendations  
✓ Second Opinion  
**FREE**  
Email a Doctor

**Diagnostic Consultation by Phone**  
Brief Description of Info Consult by phone will go here. Brief Description of Info Consult.  
✓ In-Depth Evaluation  
✓ Diagnosis of Common Condition  
✓ Prescriptions as appropriate\*  
**\$34.95**  
Schedule an Appointment

**Diagnostic Consultation by Video**  
Brief Description of Info Consult by phone will go here. Brief Description of Info Consult.  
✓ Face-to-face evaluation by Live Video\*  
✓ In-Depth Evaluation  
✓ Diagnosis of Common Condition  
✓ Prescriptions as appropriate\*  
**\$65.95**  
Get Started

## Consultation / Triage

1. Informational consultation by Telephone
2. Informational consultation by secure email
3. Diagnostic Consultation by Telephone
4. Secure video enabled allowing members with access to consult using our video conferencing system
5. In the event a member is not sure which consultation is best for them we have a triage tool which selects the best consultation based on a series of Q/A

The screenshot displays the AmeriDoc patient portal interface. At the top, there is a navigation bar with the AmeriDoc logo and several menu items: HOME, HEALTH RECORDS, SCHEDULE CENTER (showing a calendar for July 28), HEALTH TOOLS, and MY ACCOUNT. Below the navigation bar is a Message Center section with a 'Welcome Rey Stevens' message and a notification for '1 New Message'. The main content area is titled 'Video Consultation' and features a central video player showing a male doctor in a white coat. To the left of the video player is a 'Quick Links' sidebar with options like 'Message Center', 'Scheduled Requests', 'Follow Up', and 'Consulting History'. Below the sidebar is a 'Customer Service' section with a 24/7 live team and a toll-free number. To the right of the video player is a 'Chat' window showing a conversation between Betty Peterson and Robert Curtin, MD, discussing symptoms and work schedules. The video player interface includes volume and microphone controls, a 'Connect by Phone' section with a phone number field, and a 'Place Call' button.

## Video Consultations

1. Using the latest in video technology members can consult with a physician using our video platform
2. Members can either communicate with a physician using the AmeriDoc chat module or by telephone using our click to call function



The screenshot shows the AMERIDOC patient portal. At the top, there is a navigation bar with links for HOME, HEALTH RECORDS, SCHEDULE CENTER (showing a calendar with '28'), HEALTH TOOLS, and MY ACCOUNT. Below this is a 'Message Center' section with a 'Welcome Rey Stevens' message and a notification for '1 New Message'. The main content area is titled 'Consultation Summary' and contains the following information:

- Members:** Consulting Physician
- Physician Details:** Dr. Wei Li, In-Network: Yes, State: FL, Consultation Type: Video, Phone
- Consultation Description:** Short Term: Have been getting migraines headaches for a couple of days now. Also have been feeling really weak like I have no energy.
- Payment Detail:** Member Co-Pay: \$20.00, Health Plan Coverage: \$40.00, Total: \$60.00

Below the details, there are tabs for Treatment, Prescriptions, Follow Up, Notes, and Summary. The Summary tab is selected. Below the tabs, there is a table with the following rows:

Category	Details	Action
Treatment	Diagnosis: Migraine Headache	Edit
Prescriptions	Medication: ibuprofen 400 mg tablets; Instructions: Take one tablet daily for seven days	Edit
Follow Up	Would like patient to follow up with me in seven days	Edit
Notes	Spoke to client in detail and problem has been going on for the past week. Client also mentioned having some blurry... More	Edit

## Post Consultation Summary

1. Detailed description of the physicians diagnosis and treatment instructions
2. Prescription medications, instructions, and pharmacy information
3. Follow-up instructions
4. Physician progress notes



## Mail welcome letters and new member package

- Personalized welcome letter is mailed to the members in a branded envelope
- Membership card is attached to the welcome letter
- Welcome letter and card are branded for Company
- Member accounts are 'live', telephone and internet security access info is provided on each individual's card
- The welcome letter and brochure explaining the service are designed to educate and encourage utilization

The screenshot shows a newsletter page with the AmeriDoc logo at the top left and the date 'April 2009' at the top right. The main title is 'Swine Flu Symptoms and Treatments'. Below the title is a 'Daily Doctor' section with the sub-headline 'Swine Flu: Your Questions Answered' and a photo of people wearing face masks. To the left of the main content is a sidebar with 'Top 12 Questions About Swine Flu' and a photo of a woman at a laptop. To the right is another sidebar with 'Did You Know...' and 'Interactive Health Tools' sections, followed by 'Health Alerts' with a list of links and a 'SEND NOW' button.

## Email Monthly Newsletters:

1. Custom newsletters are mailed to members discussing the latest medical topics and encouraging members to use the service

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# Choose Your Tele-Well<sup>SM</sup> Plan Below and [Click To Online Enroll Now!](#)

## How it Works



## Plan A (\$9.95 per month) Individual / (\$14.95) Family

- Member access to an unlimited number of Informational Consultations via Telephone or secure email with a Network Medical Doctor for no additional charge;
- Member access to an unlimited number of Diagnostic Consultations and Prescriptions (when medically necessary) via Telephone or Video connection where available, with Network Medical Doctor for \$35.00 each;
  - Unlimited Member Access to private portal electronic medical records storage and retrieval;
    - One-time, electronic (email) fulfillment for members

## Plan B (\$19.95 per month) Individual / (\$24.95) Family

- Member access to an unlimited number of Informational Consultations via Telephone or secure email with a Network Medical Doctor for no additional charge;
- Member access to a total of (2) Diagnostic Consultations and Prescriptions (when medically necessary) per member and family per year via Telephone or Video connection where available, with Network Medical Doctor at no charge (additional Diagnostic Consultations for \$35.00 each);
  - Unlimited Member Access to private portal electronic medical records storage and retrieval;
    - One-time, electronic (email) fulfillment for members

## Plan C (\$29.95 per month) Individual / (\$34.95) Family

- Member access to an unlimited number of Informational Consultations via Telephone or secure email with a Network Medical Doctor for no additional charge;
- Member access to a total of (4) Diagnostic Consultations and Prescriptions (when medically necessary) per member and family per year via Telephone or Video connection where available, with Network Medical Doctor at no charge (additional Diagnostic Consultations for \$35.00 each);
  - Unlimited Member Access to private portal electronic medical records storage and retrieval;
    - One-time, electronic (email) fulfillment for members

## Plan D UNLIMITED INFORMATIONAL & DIAGNOSTIC CONSULTS (\$39.95 per month) Individual / (\$44.95) Family

- Member access to an unlimited number of Informational Consultations via Telephone or secure email with a Network Medical Doctor for no additional charge;
- Member access to unlimited Diagnostic Consultations and Prescriptions (when medically necessary) per member and family per year via Telephone or Video connection where available, with Network Medical Doctor at no charge);
  - Unlimited Member Access to private portal electronic medical records storage and retrieval;
    - One-time, electronic (email) fulfillment for members