



FAQS

Service Related

WHAT IS MeMD?

MeMD is the most affordable, convenient way to resolve routine medical conditions. Our unique, secure, technology makes healthcare accessible on your terms, whenever you need it. Our providers are available to meet your healthcare needs at a price that is below most co-pays.

WHEN SHOULD I USE MEMD?

Use MeMD any time you have a non-emergency or low acuity condition and are unable to see your primary care provider, or when you prefer a convenient cost effective alternative to the emergency department, urgent care or retail clinic. If you are experiencing a medical condition and need advice on what to do, a MeMD provider can help you navigate the healthcare system.

HOW OFTEN ARE PATIENTS SENT TO IN-PERSON CARE AND NOT TREATED BY A MeMD PROVIDER?

Less than 5% of visits are redirected to in-person care for appropriate evaluation.

WHY DO I NEED A WEBCAM?

In some states this is required by law. Even where it is not law, using a webcam allows our Board Certified Medical Providers to deliver the best care possible to you. When a Provider can see you, she/he can better assess your condition. Please be advised that it is at the Provider's discretion as to whether a webcam consultation is necessary.

I DON'T HAVE A WEBCAM – IS THERE ANOTHER WAY THE DOCTOR CAN SEE MY RASH?

If your MeMD provider feels comfortable treating your condition via a phone-only visit, you may submit pictures that can be uploaded to your medical chart to be reviewed by one of our providers. If you are unable to do this yourself, one of our Care Coordinators would be happy to assist.

I LIVE IN ARIZONA, BUT AM ON VACATION IN FLORIDA – WHERE SHOULD I REQUEST MY VISIT?

You should request a consultation where you are currently physically located. The service line you select does not have to correlate with your home or billing address, it depends on where you are located at the time you request a visit. In the case that a Provider deems necessary that you need a prescription, our Providers are able to electronically submit an e-prescription to the pharmacy nearest you.

MY 6-YEAR-OLD DAUGHTER IS SICK – SHE CAN JUST USE MY ACCOUNT FOR A VISIT RIGHT?

No, you will need to create a separate profile for any children, dependents, or spouses. This is to ensure that each person has his/her own medical profile and medical history.



CAN MeMD BE MY REGULAR PROVIDER?

Unfortunately no. However, we want to support your care between office visits, such as when you are traveling or when you have a limited condition (e.g. such as an infection.)

WHO ARE YOUR MEDICAL PROVIDERS?

Our providers are licensed urgent care providers who specialize in diagnosing and treating common conditions, and include physicians, nurse practitioners, and physicians' assistants. They have incorporated MeMD into their practice because they want to provide a cost-effective alternative to traditional care settings. Our Providers are typically board certified in family medicine, internal medicine or emergency medicine. They are licensed and practicing in the state in which you request a consultation.

HOW MUCH DOES MeMD COST?

Please refer to your Benefit Summary Guide based on your plan selection.

DOES MY INSURANCE COVER MEMD?

Unfortunately we do not accept insurance, and payment for a consultation with MeMD will not contribute towards your insurance deductible. MeMD does accept payment from FSA, HSA, and HRA accounts, as well as personal debit and credit cards.

CAN I GET A COPY OF MY MEDICAL RECORDS?

Yes! Simply log in to MeMD's secure website to print or download your medical record. We store medical records as PDF documents, so they are easy to keep or share with your physician.

CAN YOU SEND MY MEDICAL RECORD TO A DESIGNATED PERSON, ENTITY, OR COMPANY?

We are HIPAA compliant and have policies in place to prevent unauthorized disclosure of your protected health information. If you would like us to send or disclose your medical records on your behalf to another person or entity, we require written authorization and signed consent. Additionally, if you would like to prevent specific disclosure of your protected health information to a specified person or entity, please let us know. You may email hipaacompliance@memd.me and the HIPAA Compliance Officer would be more than happy to assist you with any authorizations, restrictions, and privacy questions.

HOW IS MY INFORMATION STORED?

All data entered within our application is securely and privately stored. We do not store your credit card information. Your password and other important data are protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol—the same type of security used by banks.

Our servers are housed in world-class, highly secure data centers utilizing state-of-the-art electronic surveillance and multi-factor access control systems. Data centers are staffed 24x7 by trained security guards, and access is authorized strictly on a privileged basis. Additional, environmental security measures are in place to minimize disruptions to operation. MeMD's data storage is spread across several geographic regions and availability zones, allowing us to stay operational during most failure situations, including natural disasters and power outages.



WHAT ARE THE REQUIREMENTS FOR USING MEMD?

MeMD users must be over 18 years of age or have a parent/guardian present at time of visit. You must also have a valid email address and valid credit card or form of payment.

Users must also have computers that are compatible with the following web browsers: Internet Explorer 7/8, Firefox 3.4 and higher and Safari 4.0+. MeMD is not compatible with Internet Explorer 6 or Google Chrome. Javascript and cookies must be enabled and it is recommended ActiveX be enabled for Internet Explorer.

For video consultation, users must have a high-speed Internet connection and webcam with at least 1.3 megapixels.

Treatment Related

WHAT HEALTH CONDITIONS CAN MEMD TREAT?

- Abrasions
- Allergies
- Bites and stings
- Body aches
- Bronchitis
- Cough
- Dehydration
- Diarrhea
- Fever
- Flu symptoms
- Insomnia
- Itchy eyes
- Lice
- Medication refills
- Mild lacerations
- Nasal congestion
- Nausea
- Pink eye
- Respiratory infections
- Sinus infections
- Sinus symptoms
- Skin infections
- Sore throat
- Sprains and strains
- Travel Medications
- Urinary tract infections
- Vomiting
- And More!

MY CONDITION CANNOT BE TREATED THROUGH MeMD – CAN I STILL DISCUSS IT WITH A PROVIDER?

If it is not an emergency condition, yes. Our Providers are able to provide medical advice, counsel you about your condition, and help you work through your treatment options.

WHY DOES MeMD NOT TREAT CONDITIONS SUCH AS ERECTILE DYSFUNCTION, HAIR LOSS AND WEIGHT LOSS?

Unfortunately, our Providers are not able to treat and prescribe medication for such conditions, as these types of ailments require an in-person consultation and continuous monitoring by your primary care physician, due to the side effects of such drugs. If you are interested in receiving medical advice without receiving a prescription, our Board Certified Medical Providers are able to discuss your ailment and provide medical advice as necessary and appropriate.

I HAVE A SINUS INFECTION AND A WEIRD RASH ON MY ARM – CAN MeMD HELP ME WITH BOTH OF THESE IN ONE CONSULTATION?

Yes! Our Board Certified Medical Providers are capable of treating multiple conditions per consultation. Please be advised that it is at the Provider's discretion if he/she feels comfortable treating both conditions, or if in-person care is more appropriate.

Prescription Related

CAN MY MeMD PROVIDER WRITE ME A PRESCRIPTION?

Yes, when medically needed, our providers can submit an e-prescription for purchase and pick-up at your local pharmacy. Please be informed that MeMD is not a replacement for your primary care physician or annual office check-ups. MeMD is not an online pharmacy.

MeMD Providers do not prescribe elective medications, narcotic pain relievers, or other drugs listed as controlled substances by the U.S. Drug Enforcement Agency or regulated under State law. Review the [DEA Controlled Substances Schedule](#) if you are interested in a particular prescription and are uncertain if it is listed as a controlled substance. Providers generally do not prescribe more than a 90-day refill within a 6 month period. MeMD consultations treat the majority of common medical conditions, however a small number of cases require an in-person visit for complete care.

When medically necessary, your prescription will be electronically sent to the local pharmacy of your choice and you may access a copy of the exam for your medical records through your patient profile.

WHAT KIND OF MEDICATIONS CAN MeMD PROVIDERS PRESCRIBE?

When appropriate, MeMD providers will electronically prescribe medications to treat your condition, which you can then pick up from the local pharmacy that you selected from our database of pharmacies. Some common medications our providers prescribe are:

- Amoxicillin
- Augmentin
- Azithromycin (Z-pack)
- Bactrim
- Ciprofloxacin
- Diflucan
- Erythromycin
- Flagyl
- Flexeril
- Flonase nasal spray
- Imitrex
- Macrobid
- Phenergan
- Prednisone
- Pyridium
- Tessalon Perles
- Zofran

Your MeMD provider will not prescribe or renew a prescription for **controlled substances** regulated by the U.S. Drug Enforcement Agency. Also, MeMD providers will not prescribe Tramadol, Carisoprodol, Fiorcet, Pseudoephedrine, Armodafinil and/or "lifestyle" medications or drugs considered to be "elective" medications, including medications to treat erectile dysfunction, hair loss, obesity, anxiety or depression.

Patients, please be informed that MeMD is not a replacement for an office-based medical physical, nor is it an online pharmacy.

WILL THEY BE ABLE TO REFILL MY SCRIPTS?

Our Providers will discuss your health history and assess whether a refill is safe at this time or whether it would be prudent to see your primary care physician in person. The decision to provide a refill and the quantity is at the sole discretion of the Provider. MeMD Providers cannot start a regimen of maintenance medication, and require proof of recent prescription for all refills. Providers also generally cannot increase the initial dosage of a particular medication as suggested by your primary care physician. For your safety, our maximum refill policy is no more than a 90 day refill within a 6-month period. Be sure to share any information you have about your health history and condition that may help facilitate your refill (such as recent lab tests or recent blood pressure readings.)

CAN MeMD PROVIDERS SEND PRESCRIPTIONS TO CANADIAN, ONLINE OR MAIL-ORDER PHARMACIES?

Unfortunately no, MeMD Providers are only able to electronically send prescriptions to verified pharmacies within the United States. We are unable to send prescriptions to Canadian pharmacies, mail-order pharmacies, or online pharmacies.

I AM OUT OF MY BLOOD PRESSURE PILLS, THYROID MEDICATIONS OR MY DIABETES MEDICATIONS. CAN MeMD REFILL IT?

Blood pressure is better controlled than uncontrolled, so it is possible that we can help you on a temporary basis. Our Providers will discuss your health history and assess whether a refill is safe at this time or whether it would be prudent to see your primary care physician in person. The decision to provide a refill and the quantity is at the sole discretion of the Provider. MeMD Providers cannot start a regimen of maintenance medication, and require proof of recent prescription for all refills. Providers also generally cannot increase the initial dosage of a particular medication as suggested by your primary care physician. For your safety, our maximum refill policy is no more than a 90 day refill within a 6-month period. Be sure to share any information you have about your health history and condition that may help facilitate your refill (such as recent lab tests or recent blood pressure readings.)

CAN MeMD PRESCRIBE OXYGEN TANKS, WHEELCHAIRS OR DURABLE MEDICAL EQUIPMENT (e.g. scooters, splints)?

Generally we cannot prescribe these items because they require monitoring, follow-up and an in-person physical assessment.

ARE YOU ABLE TO PRESCRIBE REFERRAL NOTES FOR PHYSICAL OR OCCUPATIONAL THERAPY?

Yes, our Providers are able to give referral notes so that you may begin Physical and/or Occupational Therapy with an in-person provider.

CAN I GET BIRTH CONTROL PILLS OR ANOTHER MAINTENANCE MEDICATION PRESCRIBED THROUGH MeMD?

Generally, this depends on your history and the Provider's assessment of the risks and benefits to you. If you are currently taking this medication, a MeMD Provider can discuss your health history and assess whether a refill is safe at this time or whether it would be prudent to see a provider in person. Our maximum refill policy is 90 days within a 6-month period.

WHY DOES MeMD NOT PRESCRIBE NARCOTICS, TESTOSTERONE, HCG AND CONTROLLED SUBSTANCES AND CERTAIN OTHER DRUGS (E.G. TRAMADOL, SOMA, FIORICET)?

Controlled substances have the potential for addiction and must be carefully prescribed. Due to the nature of telemedicine, we cannot monitor these risks, follow-up on a continual basis, or provide an in-person assessment and thus we cannot prescribe these drugs.