

Conditions We Treat

SwiftMD can be the first call you make at the onset of illness or injury. In fact, many routine and non-urgent cases may be safely treated by a SwiftMD physician over the phone or videoconference.

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

Telemedicine is appropriate for many common medical conditions, including:

- Allergies and rashes
- Arthritis pain
- Back pain or injury
- Bone or joint pain, strain or injury
- Chickenpox
- Cold sores
- Diarrhea
- Earache
- Eczema
- Eye problems, conjunctivitis or pink eye
- Fever and Flu
- Headache
- Insect bites and stings
- Lice
- Lyme Disease
- Nasal or respiratory congestion
- Prescriptions, when appropriate
- Respiratory problems, infections, asthma
- Sinusitis
- Soft tissue and muscle injuries or pain
- Sore throat
- Stomach problems, nausea, vomiting, diarrhea
- Upper respiratory infection
- Upset stomach
- Urinary tract infection
- Vomiting
- Your individual medical concerns

Member website:

mySwiftMD.com

Questions? Concerns? Lost login information?
Trouble accessing the member website?

SwiftMD is available to help:

1-877-999-7943

support@swiftmd.com



All SwiftMD systems and processes are HIPAA compliant. Your SwiftMD member information is maintained on secure servers, and encryption technology is used to protect your personal information during data transmission. SwiftMD is committed to protecting the privacy, security, and integrity of individually identifiable health information received from or on behalf of our clients.



SwiftMD Member Guide

*SwiftMD doctors are available 24/7
AT NO COST TO YOU!*



Welcome to SwiftMD

SwiftMD is a telemedicine service that delivers quality health care directly to patients in need. Services available through SwiftMD include:

- 24/7/365 nationwide access to U.S.-trained and Board-Certified physicians from your home, office, or on the road.
- Consults with doctors via phone or videoconference; doctor makes diagnosis and recommends treatment.
- Doctor calls in prescription when appropriate.
- SwiftMD's Personal Health Record allows participants to store, update and manage personal health information.
- Access to Treatment Guidelines for 30+ common medical conditions.
- Avoiding unnecessary visits to the ER, or long waits for an appointment at your doctor's office.

SwiftMD Physicians

Quality physicians are at the core of what we do. We employ excellent, board-certified Emergency and Family Practice doctors. Our doctors:

- Are U.S.-trained in Emergency or Family Medicine, and are board-certified.
- Are trained in telemedicine.
- Are experienced at diagnosing a range of illnesses and injuries.
- Have a minimum of ten years practicing medicine.

Your SwiftMD program

SwiftMD telemedicine services are provided through your I.U.O.E. Locals 302 & 612 - Construction Industry Health & Security Plan, at no cost to you.

Our U.S. Board-Certified doctors are available for consults over the phone or videoconference, from your home, office, or on the road. SwiftMD physicians can diagnose, recommend treatment, and submit prescriptions to your pharmacy of choice.

With SwiftMD, you can talk to a doctor 24/7!

- Call toll free 877-999-7943.
- Go online at www.mySwiftMD.com.

Getting started

- Remember you can use SwiftMD anytime, simply by calling toll free 877-999-7943, or online at mySwiftMD.com.
- To use SwiftMD online, go to mySwiftMD.com/ activate to retrieve your username and password. You can use Group Passcode: IUOE302&612.
- Log in to mySwiftMD.com with the username and temporary password provided.
- Once you log in, enter an email address that you would like SwiftMD to use to communicate important information about your care. SwiftMD complies with all patient privacy regulations to protect your personal health information.
- Take a few minutes to enter your medical history before talking to a SwiftMD doctor. After a consultation you will be able to review the visit notes in your Personal Health Record online.

Your Family Members

- Each adult family member (age 18 and over) has an individual profile with a unique SwiftMD username and password.
- Parents or Guardians are required to oversee the telemedicine consults of dependents under the age of 18, and adult wards.
- Young children under age 3 are not eligible for telemedicine consults. When a child is unable to describe his or her symptoms, it is important to see a pediatrician or family doctor who can provide a physical examination to diagnose the patient.
- Please visit SwiftMD.com and click the Members tab for more information.

If you have any questions, or need assistance scheduling a telemedicine consult, call us at 1-877-WWW-SWIFT (1-877-999-7943) or use the "Contact Us" link at mySwiftMD.com.

Safe Practice of Telemedicine

SwiftMD physicians have skill and experience diagnosing a range of illnesses and injuries. Even so, there are a number of conditions that are unsafe to treat exclusively with telemedicine.

True emergencies should be treated in a hospital Emergency Department.

While SwiftMD can provide many healthcare services to you at your convenience, it is not designed to replace your Primary Care Physician or Specialists managing chronic illnesses or serious medical conditions. For more information, please refer to the *Exclusionary Criteria* posted on mySwiftMD.com.