

## Partners HealthCare On Demand

Convenient, high-quality, virtual urgent care 24/7 right from your tablet, smart phone, or computer



Your plan includes exclusive access to Partners On Demand for convenient, high-quality, virtual urgent care for minor illnesses and injuries any time, anywhere in the U.S. And it's staffed by leading Partners HealthCare providers, including providers from Massachusetts General Hospital and Partners Community Physicians Organization.\*

### Virtually stress free

Partners On Demand is available to members age three and older to get care for issues like:

- Upper respiratory infections/flu/cough/cold/sore throat
- Sinus symptoms
- Earaches
- Eye irritation/conjunctivitis
- Allergies
- Rashes
- Urinary symptoms (painful urination, yeast infections—adults only)
- Other minor injuries and minor illnesses

The provider you see during your interactive video visit can diagnose, offer treatment, and even send a prescription to an in-network pharmacy, if necessary. With no travel and no referrals, Partners On Demand makes it easy to get high-quality, virtual urgent care 24/7 right from the comfort of your home, office, or anywhere.

### How does it work?

Access the secure Partners On Demand website or app via [allwaysmember.org](http://allwaysmember.org). For your first visit, you'll need to create an account with your member ID number. Registration is quick and 100% secure. Once you're registered, you'll be able to see the next available provider.



Partners HealthCare On Demand is just one of the convenient tools available to members on [allwaysmember.org](http://allwaysmember.org). Log in today to set up your Partners On Demand account, manage your plan, get a personal health report on CaféWell, and more.

*Partners HealthCare On Demand is NOT for medical emergencies. For medical emergencies, call 911.*

*\*Board certified Teladoc physicians will deliver services to patients located outside of Massachusetts.*