

Frequently Asked Questions

What is MYidealDOCTOR Telehealth?

MYidealDOCTOR Telehealth provides 24/7/365 access to physicians over interactive audio or video who consult, diagnose and if needed prescribe medication for common and acute illnesses. It is a convenient way for you to talk with and receive treatment from a physician. MYidealDOCTOR is easy-to-use, secure, private, and affordable. You can request on-demand or scheduled visits with physicians by two-way video conferencing or phone. Simply call us at 855-879-4332, download our mobile app or sign into your patient portal account at www.myidealdoctor.com.

Will I be speaking with a "real physician"?

Yes. The physicians in our network are all U.S. Board certified, credentialed and actively practicing.

Why would I use MYidealDOCTOR instead of going to visit my doctor in person?

Busy schedules, location or other conflicts can make it difficult to get into the doctor's office and ER visits are quite expensive. It also depends on the type of condition you need care or treatment for. MYidealDOCTOR does not replace your primary care physician but rather compliments them when they are not available.

- Are you considering the ER or Urgent Care for a non-emergency issue?
- Do you want care now and your physician is not available?
- Are you traveling and in need of medical care?

When is MYidealDOCTOR available?

MiD is available 24/7/365 by requesting a visit at 855-879-4332, download our mobile app or on the web at www.myidealdoctor.com. Medical consultations can be on-demand or scheduled visits.

How long will I wait for the doctor to call me back? How long does a medical consultation last?

Our current average call back time is around 30 minutes or less. We do tell patients to wait up to 3 hours, depending on time/location. A typical medical consultation lasts 5-10 minutes.

What medical conditions can be treated?

Allergies, cold and flu, diarrhea, constipation, ear infections, pink eye, respiratory infections, sinus issues, urinary tract infections, skin irritations and many more!

- **What we DO NOT TREAT:**

Chest pain, shortness of breath, bleeding, focused abdominal pain, traumatic injury, high fever lasting more than 2 days, blurred vision, chronic conditions.

- **How it Works?**

Step 1: Contact MYidealDOCTOR 24/7/365

Access to MYidealDOCTOR's nationwide network of providers is available via phone, video or mobile app.

Step 2: Talk with a Physician

A physician will review the patient's medical history and contact them within minutes.

Step 3: Resolve the Issue

A physician will diagnose and prescribe medication, if medically necessary, electronically to the pharmacy of choice.

- **Can I receive care from a physician if I'm traveling or in another state?**

Yes. You can call us directly at 855-879-4332 if you are away from a computer or use our mobile app.

- **Can I call or be treated if I am traveling outside of the United States?**

International consults are not permitted.

- **Can I use my usual pharmacy?**

Yes. When a prescription is deemed necessary, the physician can send the prescription to any pharmacy you would like. Many pharmacies have free or reduced prices on antibiotics. If you are using your insurance prescription card or discount drug program card, standard negotiated rates will apply.

- **Can my spouse and dependents use the service?**

Yes, we treat dependents ages 2-26. Spouse + dependents can be added to your health portal account. It works just like a Netflix account where you have different profiles under your account/login.

- **I would like to send the doctor a photo of my condition, is that possible?**

Yes, you can take a photo and upload it for the doctor to review.

- **How long will it take to pick up my prescription?**

If the doctor decides to prescribe medication, they will send it electronically to your pharmacy of choice. Once the doctor sends the prescription to the pharmacy, it is now in the hands of the pharmacist. If you experience any delays or issues with your prescription, please contact us at 855-879-4332.



MiD mobile app



(855) 879-4332



myidealdoctor.com