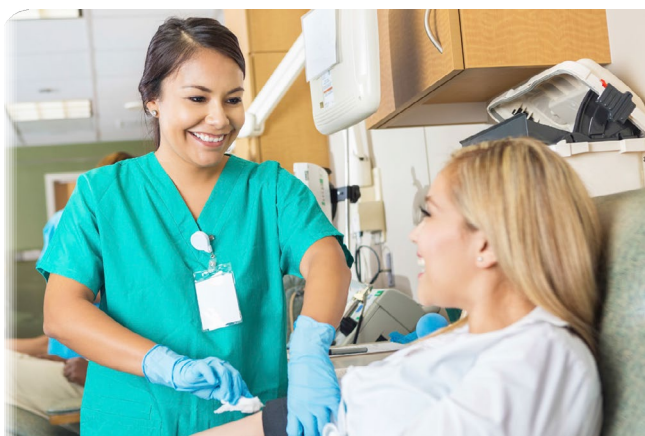


Immediate access to medical attention can often resolve problems that, if left untreated, could eventually result in hospitalization. 1-800MD provides convenient, affordable access to healthcare at anytime and anywhere! 1-800MD provides 24/7/365 access to a physician without ever having to leave your home or office. No waiting for office visits! And, prescriptions (if needed and appropriate) are sent to the local pharmacy of your choice.

FAST AND CONVENIENT ACCESS TO QUALITY CARE 24 HOURS A DAY 7 DAYS A WEEK 365 DAYS A YEAR



Common Conditions Treated

- Allergies
- Insect Bites
- Arthritic Pain
- Respiratory Infections
- Bronchitis
- Sinus Infections
- Certain Rashes
- Stomach Ache/Diarrhea
- Cold/Flu
- Urinary Tract Infections
- Gastroenteritis
- Minor Burns
- Headaches
- General Information

...AND OTHER NON-EMERGENCY
CONDITIONS

How Does it Work?

- A member requests a physician consultation by:
 - calling 888-422-8181
 - online at www.1800mdparadigm.org (enter your Paradigm group & member ID to register).
- Member completes/updates his/her personal health history and disclosure (PHH) form, online or via secure fax: 704-926-2045 (required).
- Physician reviews the member's personal health history and disclosure form prior to the consultation.
- Physician determines the appropriate type of consultation: telephone or bi-directional video.
- Physician calls the patient guaranteed within one hour.
- Physician conducts a consultation and recommends appropriate treatment.
- Physician will e-prescribe prescription medications directly to the patient's pharmacy of choice when needed.*
- Doctor completes a patient encounter form and updates the electronic medical record (EMR).
- Completed encounter is generated and available to the patient via the online portal.

*A medical diagnosis or issuance of prescription medication is not guaranteed and is at the sole discretion of the consulting physician.

Log on to: www.1800mdparadigm.org

Call Paradigm's Member 360 Professionals 888.422.8181 Monday through Friday, 8:00am - 7:00pm EST
After hours call 1-800MD at: 800.530.8666



Does 1-800MD replace my regular doctor?

No, 1-800MD is not a replacement for your primary care physician. However, 1-800MD doctors can assist you with your minor acute care issues that arise when you cannot get in contact with your primary physician.

What is my co-payment?

There is no co-payment for this service.

Can I call with just a question?

Absolutely! 1-800MD physicians will take the time to listen to your concerns, provide information, and discuss the risks and benefits of various options.

What if the 1-800MD doctor cannot treat me?

1-800MD is committed to making sure our members receive the right care, in the right place, at the right time. If the 1-800MD doctor cannot fully diagnose and treat you, he/she will help you determine the best place for you to seek care, whether that be a specialist, acute care clinic, or an emergency facility.

What is 1-800MD?

1-800MD is a national network of board certified licensed Internal Medicine and Emergency Room physicians that diagnose illnesses, recommend treatment, and prescribe medications when appropriate for its members over the telephone, through secure bi-directional video and email.

Is there a minimum age requirement?

No, there is not a minimum age to consult with a 1-800MD physician regarding your medical concern. However, the physician's ability to provide information or diagnose and treat is dependent on the nature of the symptoms and the patient's ability to communicate his/her condition to the doctor.

What about the doctors?

1-800MD uses a third party credentialing agency to ensure that only the best providers are servicing our clients. The credentialing process is comprehensive and includes license verification, reference checks, and background checks. In fact, the process is fully in accordance with the American Association of Preferred Provider Organization (AAPPO) standards and is the same criteria used by hospitals to grant privileges.

What if I get ill at night or on a weekend?

1-800MD is available 24 hours a day, 365 days a year.

I have a pre-existing condition. Will 1-800MD still accept me?

Absolutely! 1-800MD is not insurance. We do not deny access to quality care because of pre-existing conditions.

Are there any restrictions on how many times I can use 1-800MD?

No. As a member, you have access to unlimited consultations anywhere, anytime.

Are there any limitations as to what can be prescribed?

A 1-800MD physician has the ability (if medically appropriate) to prescribe a wide range of products. These include, but are not limited to, medications such as antibiotics and antihistamines. Our physicians do not prescribe medications regulated by the Drug Enforcement Agency or those that pose a potential for abuse or addiction. Also, 1-800MD physicians do not prescribe lifestyle drugs.