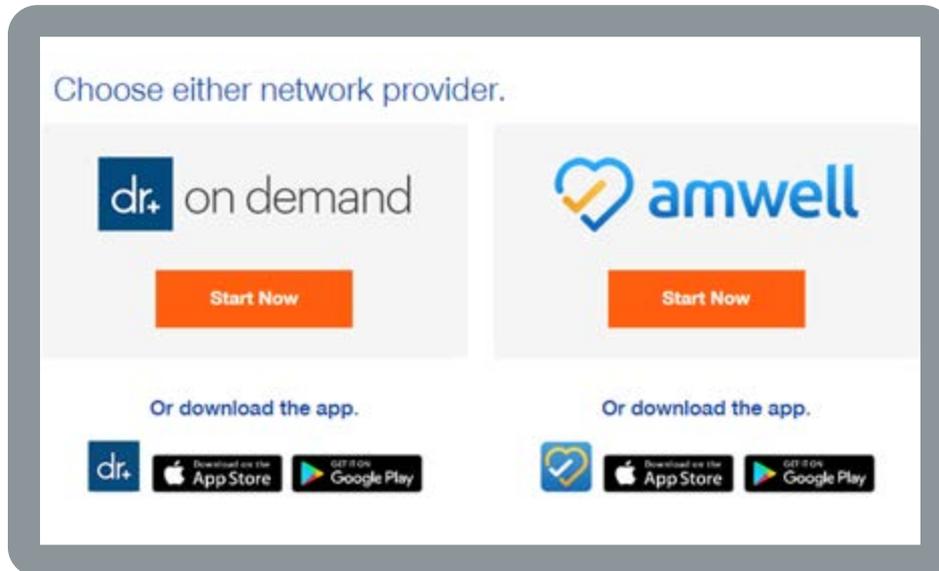




# Virtual Visits

# How it works.

- 1 See and talk with a doctor using a mobile device\* or computer.
- 2 Start a visit now or register for when you need one.
- 3 Get a diagnosis and a prescription, if needed, in 20 minutes or less.



# Ready to Register?

Have your health plan ID card and your method of payment (debit or credit card) ready to set up an account with a Virtual Visit provider group.

- Go to the UHC website via single sign-on, internet or mobile app to get started. You'll need to choose a provider:

Choose either network provider.



**Start Now**



**Start Now**



Or download the app.

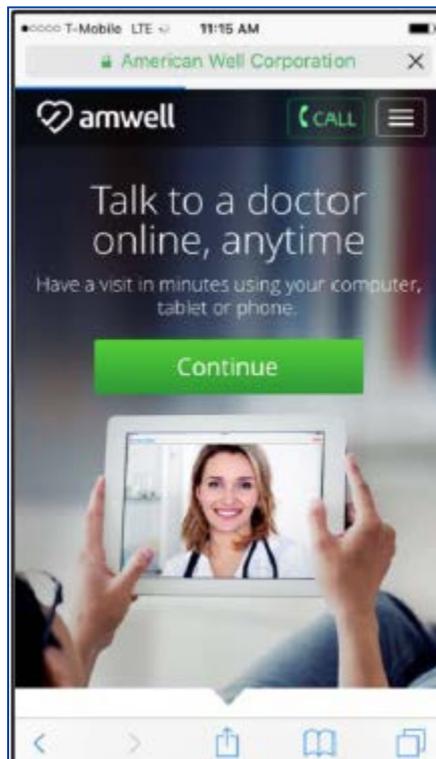


Or download the app.

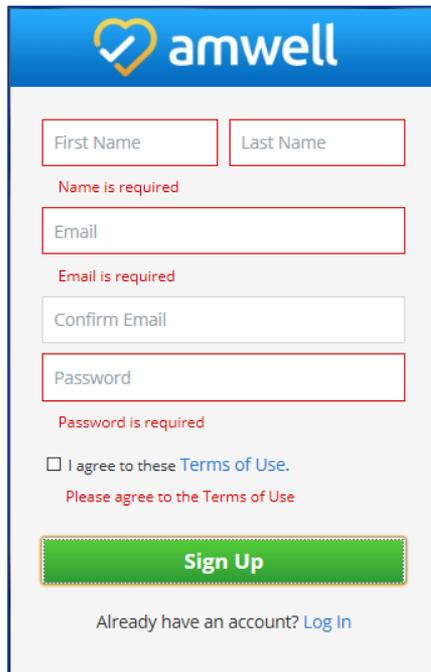


If you choose AmWell, follow these steps:

1. Open the AmWell app (or website)
2. Download the app on your mobile device
3. Sign up



Sign up as follows:



The sign-up form features the amwell logo at the top. It includes input fields for First Name, Last Name, Email, Confirm Email, and Password. Red error messages are displayed below the First Name, Email, and Password fields. A checkbox for 'I agree to these Terms of Use' is present, with a red message 'Please agree to the Terms of Use' below it. A green 'Sign Up' button is at the bottom, and a link for 'Log In' is provided for existing users.

1. First and Last name
2. Email address
3. Create a password
4. Agree to the Terms of Use
5. Choose your state

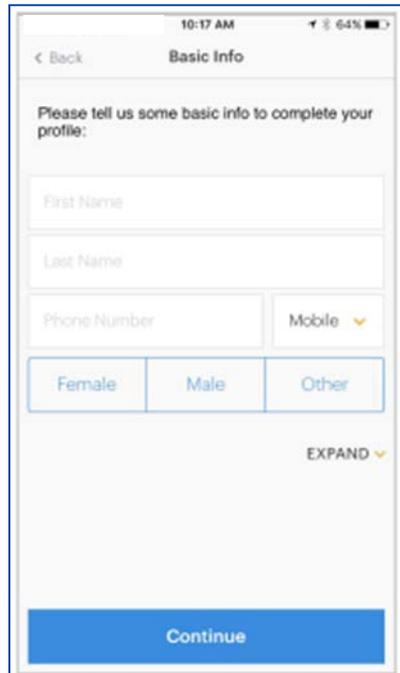


This screen shows the amwell logo and the text 'We need a few more details to create your profile.' Below this is a dropdown menu labeled 'Your Location' with a list of states: California, Florida, Massachusetts (highlighted), New Hampshire, South Carolina, Tennessee, Utah, and Vermont. A mouse cursor is pointing at the Massachusetts option.



The success message screen displays the amwell logo, a green checkmark icon, and the text 'Congratulations! Your account has been created.' Below this is a green 'OK' button.

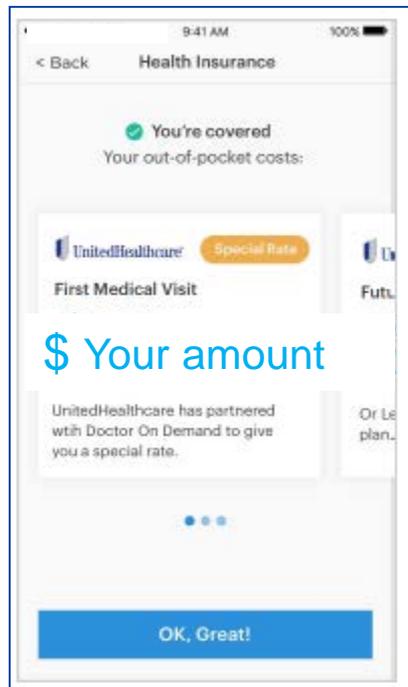
Create your profile: First and Last Name should populate from the first screen; provide requested data.



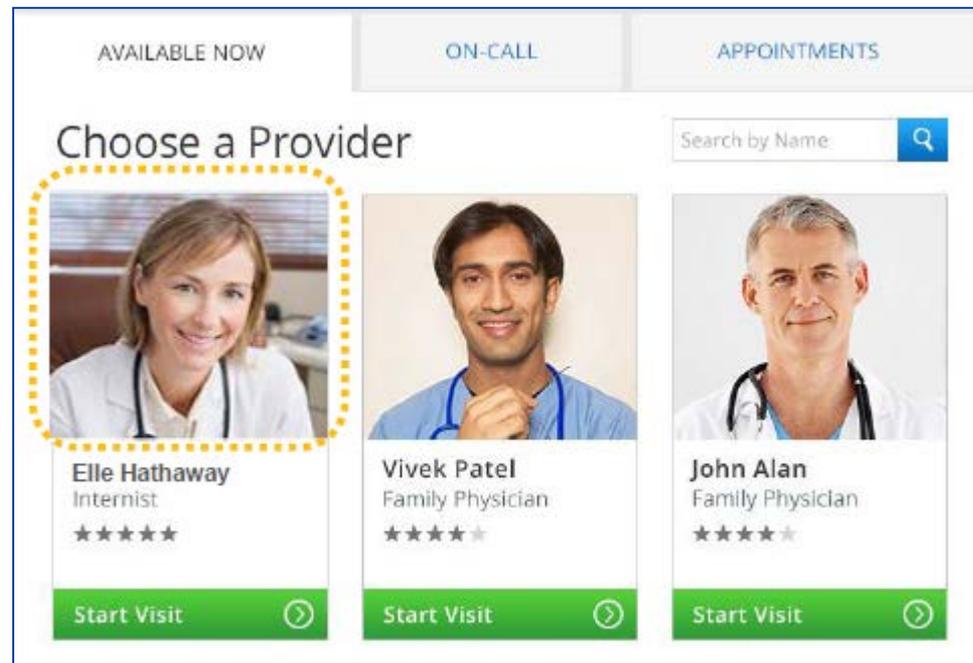
Have your health plan ID card ready and enter the information: Even if you don't have a copay, you'll need a debit or credit card ready.



You'll see that your benefits information has been verified.



If you need to schedule an appointment, select a physician and schedule or start your visit.



Information about the physician is available before you start a visit.



Available Now

**Elle Hathaway**  
Family Physician

★★★★★

Start Visit

- [▶ Video Welcome](#)
- [✉ Send Message](#)
- [📅 Request Appointment](#)

“ Welcome! I am Dr. Elle Hathaway, a board-certified in family practice. As such, I have been treating patients of all ages for over 12 years for a broad range of concerns; from preventative well-checks to acute care to chronic disease management. I look forward to using my experience to provide you with safe and appropriate online care. ”

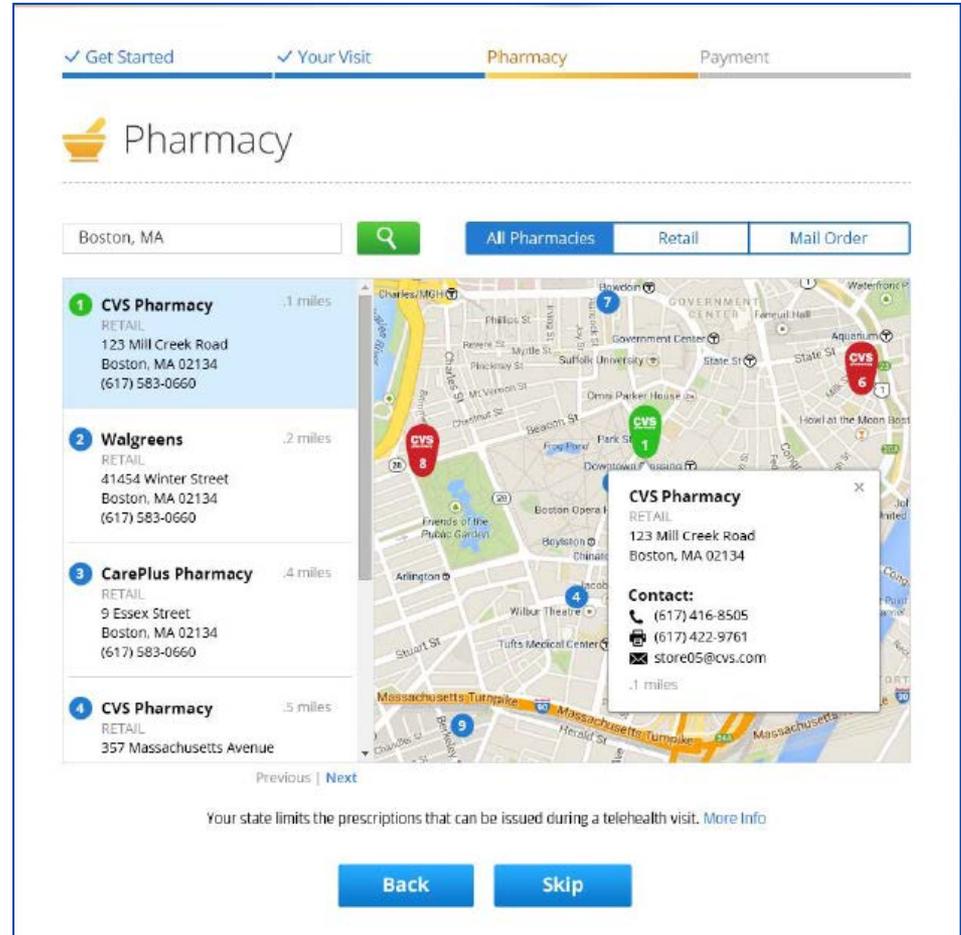
**Cost per Visit: \$45.00** (may be covered by insurance)

<p><b>Languages</b> Spanish, English</p> <hr/> <p><b>Years of Experience</b> 21 years</p> <hr/> <p><b>Location</b> Littleton, MA</p>	<p><b>Professional Education</b> University of California, San Francisco, 1994</p> <hr/> <p><b>Residency</b> Brigham and Women's Hospital/Massachusetts General Hospital</p> <hr/> <p><b>Primary Care Provider</b> Yes</p>
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**Affiliations**

Professional Affiliations

Prescription? Choose your local pharmacy for pick up.



The screenshot shows a user interface for selecting a pharmacy. At the top, there is a progress bar with four steps: 'Get Started', 'Your Visit', 'Pharmacy' (highlighted in yellow), and 'Payment'. Below the progress bar is a 'Pharmacy' header with a mortar and pestle icon. A search bar contains 'Boston, MA' and a magnifying glass icon. To the right of the search bar are three buttons: 'All Pharmacies', 'Retail', and 'Mail Order'. Below the search bar is a list of four pharmacy options:

- 1 CVS Pharmacy** .1 miles  
RETAIL  
123 Mill Creek Road  
Boston, MA 02134  
(617) 583-0660
- 2 Walgreens** .2 miles  
RETAIL  
41454 Winter Street  
Boston, MA 02134  
(617) 583-0660
- 3 CarePlus Pharmacy** .4 miles  
RETAIL  
9 Essex Street  
Boston, MA 02134  
(617) 583-0660
- 4 CVS Pharmacy** .5 miles  
RETAIL  
357 Massachusetts Avenue

To the right of the list is a map of Boston with red and green markers indicating the locations of the pharmacies. A pop-up window for the first CVS Pharmacy is open, showing its address and contact information:

**CVS Pharmacy**  
RETAIL  
123 Mill Creek Road  
Boston, MA 02134

**Contact:**  
 Phone: (617) 416-8505  
 Phone: (617) 422-9761  
 Email: store05@cv.com  
 .1 miles

At the bottom of the screen, there are 'Previous' and 'Next' navigation links, a 'More Info' link, and two large blue buttons: 'Back' and 'Skip'.

You'll be prompted for a satisfaction survey.

### End Visit

<b>Rate This Provider</b>	<b>Rate Your Overall Experience</b>
	

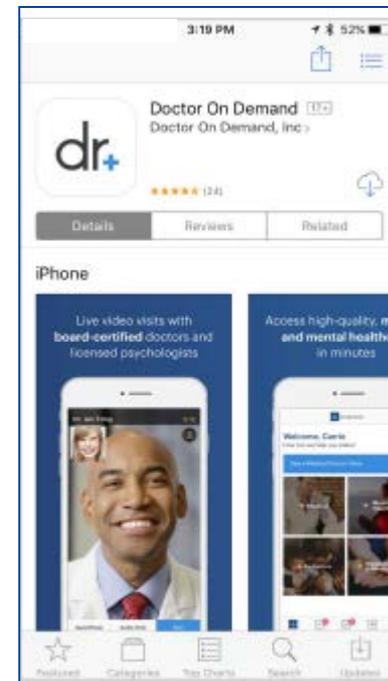
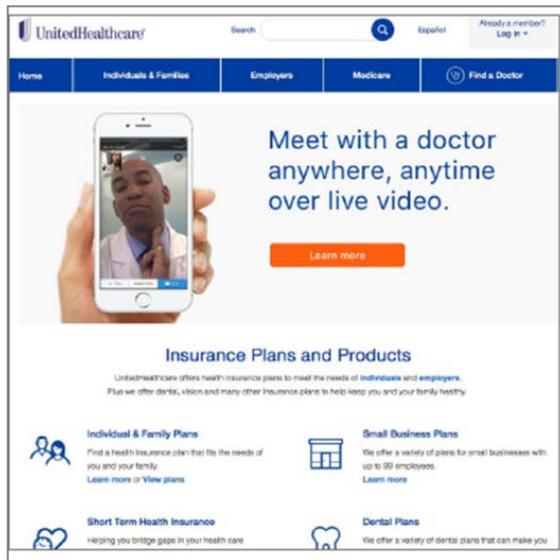
**If you had not used Online Care today, where would you have gone instead?**

- Select - 

**End Visit**

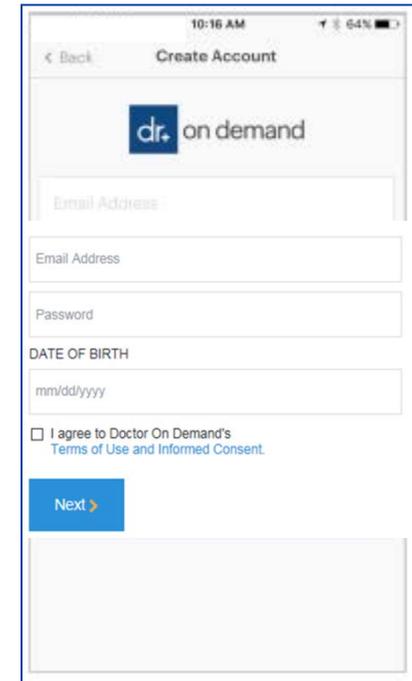
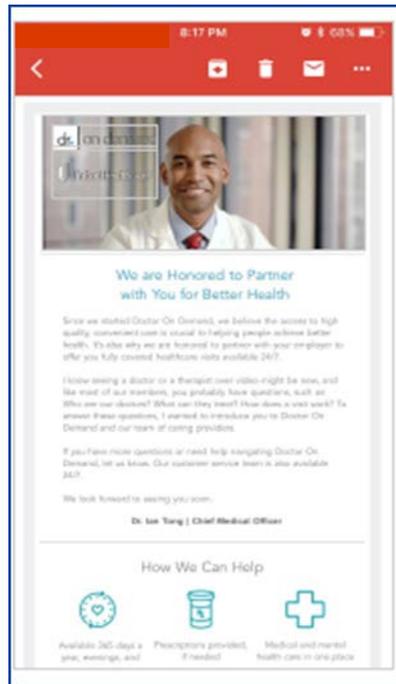
If you choose Dr. on Demand follow these steps:

1. Open the Dr. on Demand app (or website)
2. Download the app on your mobile device
3. Sign up

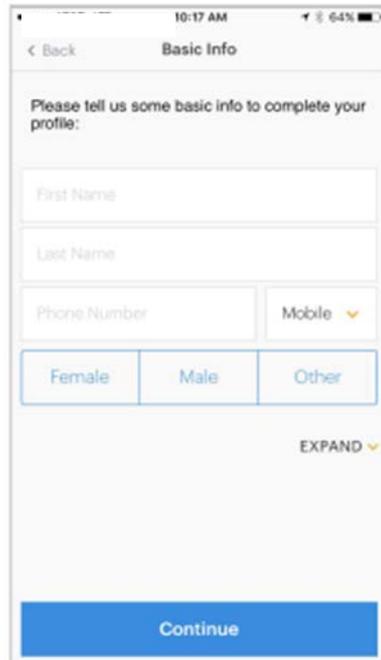


Choose: Create Account.

1. Email address
2. Create a password
3. Date of birth
4. Agree to the terms



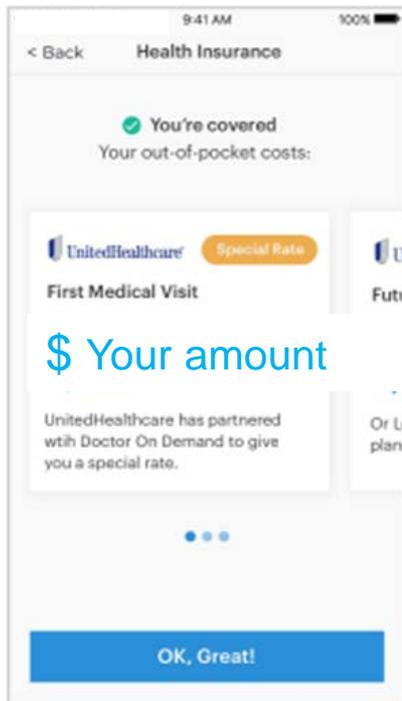
Create Your Profile: First and Last Name should populate from the first screen; provide requested data



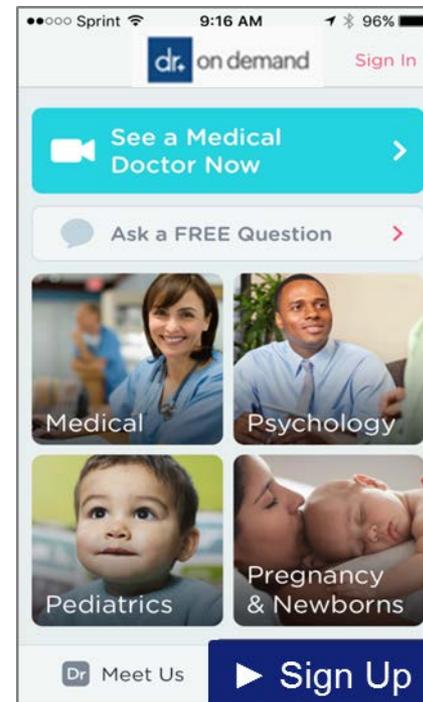
Have your health plan ID card ready and enter the information: Even if you don't have a copay, you'll need a debit or credit card ready.



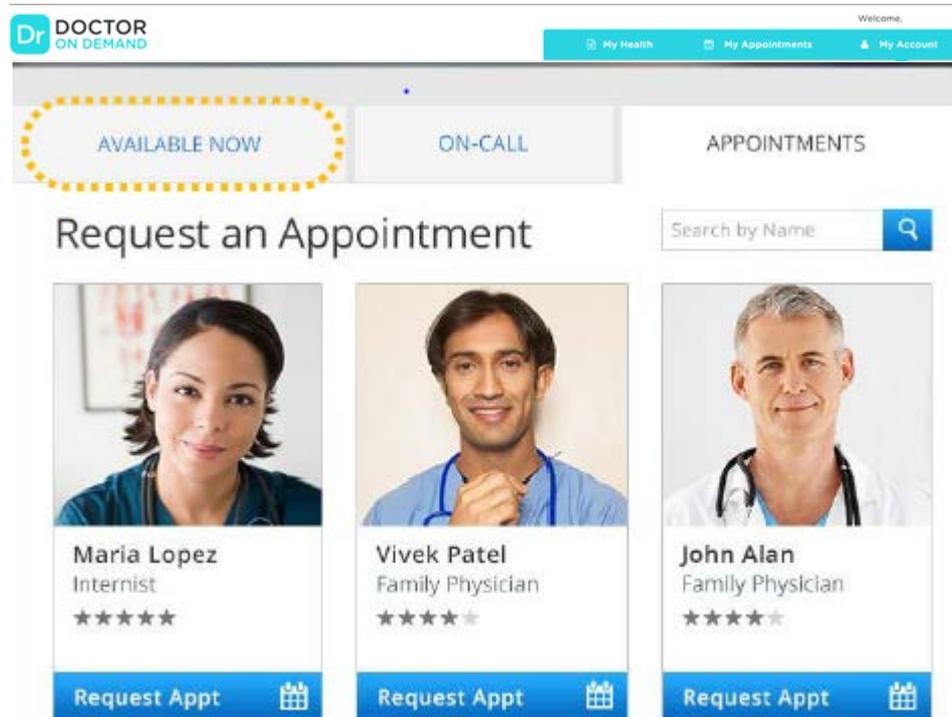
You'll see that your benefits information has been verified.



If you need to schedule an appointment, select a physician and schedule or start your visit.



If you need to schedule an appointment, select a physician and schedule or start your visit.



Dr. ON DEMAND

Welcome

My Health My Appointments My Account

AVAILABLE NOW ON-CALL APPOINTMENTS

Request an Appointment

Search by Name

**Maria Lopez**  
Internist  
★★★★★

**Vivek Patel**  
Family Physician  
★★★★☆

**John Alan**  
Family Physician  
★★★★☆

Request Appt

Prescription? Choose your local pharmacy for pick up.

You'll be prompted for satisfaction survey.

