Member Experience Overview

7 Benefits of Telemental Health with DOD
How It Works

Works on any tablet, smartphone, or computer.
Appointments can be made on demand or scheduled for a future visit.
Registration Is Quick and Easy

Doctor On Demand lets you see a doctor or psychologist from the comfort of your home.

Swipe to Learn <

Sign In

Sign Up

Create Account

Email Address

Date of Birth

Password

I agree to Doctor On Demand’s Terms of Use & Informed Consent

Create Account

Basic Info

Please tell us some basic info to complete your profile:

First Name

Last Name

Phone Number

Female  Male  Other

Continue

BNY MELLON
Real Time Eligibility Verification

Real-time eligibility checks and claims submission

Note: Member pricing will vary depending on member cost share.
Medical Visit Flow

From the home screen, the patient selects “See a Medical Doctor Now” and answers a few questions.
Medical Visit Flow

Patient provides existing medication and allergy information

- Medication
- How Long?
- Add Another Medication

- Allergy
- Add Another Allergy

- Conditions
  - Cancer
  - Diabetes
  - Heart disease
  - Stroke
  - High blood pressure
  - High cholesterol
  - Asthma/COPD
  - Depression
  - Arthritis
  - Abnormal thyroid
  - Renovar
Medical Visit Flow

Patient Confirms Pharmacy Location and Payment Information
Medical Visit Flow

Patient is connected with doctor and can send pictures from within the app.
Mental Health Visit Flow

Patient selects “Mental Health” from home screen, views their cost and selects provider type.
Mental Health Visit Flow

Patient views doctor profiles, selects doctor and chooses appointment duration. When ready, they enter the appointment.
Mental Health Visit Flow

Patient selects appointment date/time and answers basic questions

- Your appointment is scheduled for 4:00 PM Today
- Please briefly describe the purpose of your visit:
- We will hold your appointment request for 15 minutes while you answer a few questions.

- Do you have any of these symptoms? Tap all that apply.
  - Anxiety/Stress/Worry
  - Feeling lonely/down/depressed
  - Life transition or Traumatic Event
  - Agitation or lack of focus
  - Grief, guilt, or loss
  - Trouble sleeping
  - Anger management
  - Improve mental/athletic/life performance

- HABIT CHANGE
  - Smoking
  - Alcohol
Mental Health Visit Flow

Patient completes optional two minute exercise and confirms appointment. When scheduled time arrives, they meet with doctor.
When Appropriate, Medication is Prescribed

Psychiatrists and Medical Doctors can prescribe medication

Prescriptions:
- Short term medications and refills
  - Antibiotics
  - Antivirals
  - Allergy Medicine
  - Skin creams
  - Anti-anxiety
- Refills
  - For diabetes, hypertension, birth control, etc.
- OTC advice
- No controlled substances (Schedule I-IV)
Patient Rates the Provider

Average feedback rating is 4.8
Continuity of Care

Email Follow up

In-app follow-up instructions

If necessary, telephone follow up

Providers can be saved as “favorites”