

# Physician Consultations

## Consult A Doctor™

### Around-the-Clock Health Consultation Services

#### Access Anytime, Anywhere

Arizona Foundation for Medical Care (Arizona Foundation), in conjunction with American Health Holding, offers Consult A Doctor™, which provides members 24/7 access to licensed physicians by phone or secure e-mail.

Consult A Doctor's network of physicians provides around-the-clock physician care and reduces unnecessary visits to the doctor or emergency room. 24/7 Physician Consultations are available anytime - during normal business hours, nights, weekends and holidays - for members to get prescriptions or refills if appropriate, address non-emergency medical questions or concerns and get advice when traveling.

24/7 Physician Consultations provides members several options to speak with a doctor by phone:

1. On-Call Tele-Consults for immediate assistance;
2. Priority Tele-Consults for assistance within three hours; or
3. By Appointment Tele-Consults to set a time for a doctor to call.

Members can also choose to consult with a doctor through E-Consults, a secure, online messaging system. In addition, 24/7 Physician Consultations provides access to educational and communication tools through My Personal Health Manager, a one-stop health portal that includes a Symptom Checker, Health Alerts by e-mail and resources on over 1,000 conditions and treatments.

Common conditions treated by 24/7 Physician Consultations include:

- Cold/flu
- Allergies
- Sinus infections
- Bronchitis
- Headaches/migraines
- Stomach ache/diarrhea
- Respiratory infections
- Urinary Tract infections
- Prescription refills



#### Program Highlights

- 24/7 access to U.S.-based, licensed, board-certified physicians
- Saves time and money over visits to the doctor's office or emergency room
- Convenient, timely consultations over the phone or by secure e-mail
- Access to online educational tools through My Personal Health Manager

#### For more information:

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