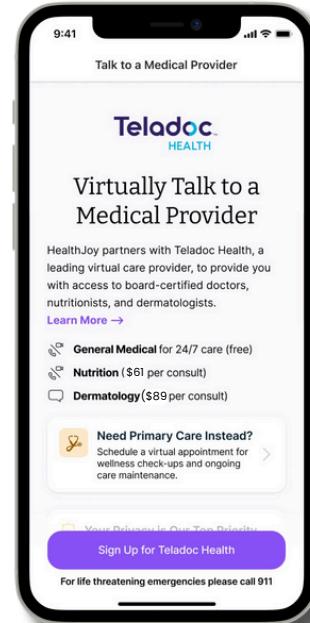


General Medical

General Medical provides critical care 24/7 for non-emergency conditions like cold and flu, sinus infections, and allergies, as well as care for specialty needs such as dermatology and nutrition consultations.



Request an on-demand visit or
schedule a visit at your preferred time

Secure a telemedicine visit available
in several language options via
interpreter, including American Sign
Language (ASL)



Connect with U.S. board-certified
physicians with an average of 20
years' experience

Avoid trips to the doctor's office
and costly visits to the
emergency room

General Medical

How It Works

- Access the service through the HealthJoy home screen and quickly connect with a licensed care provider via phone or video for a broad range of everyday healthcare issues, from cold and flu to a rash or sunburn, as well as dermatology and nutrition consultations
- Request an on-demand visit or schedule a visit at your preferred time. Receive a diagnosis as well as treatment, and prescriptions when necessary
- Receive a visit summary to your file and send a prescription to your local pharmacy if necessary

Outcomes

90%

Member satisfaction

92%

Resolution rate on first visits

\$465

Average claims savings per visit

With five kids at home you can imagine the amount of time spent at doctors' offices as they spread the flu to each other. I can set up an appointment and never leave home. This service is a lifesaver."

- Misty, General Medical User

