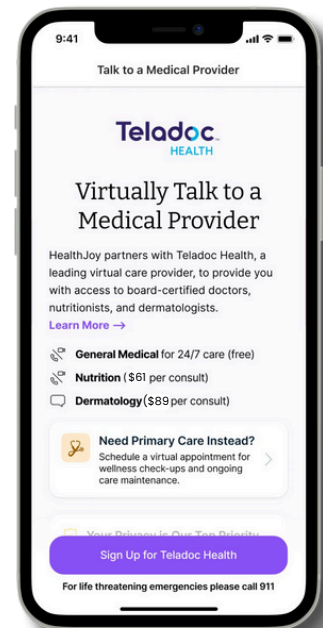


# General Medical

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**

