



Frequently Asked Questions

SentryHealth Telemedicine

Answers to all your questions about utilizing
SentryHealth's telemedicine service.



Feel sick? Call a doctor. Get on with life!

Avoid time-consuming and costly trips to doctors' offices, urgent care clinics, and emergency rooms by calling:

877.293.9355 Ext. 2



How to access SentryHealth Telemedicine:

1. Simply call 877.293.9355 and select option 2 for telemedicine.
2. An intake specialist will guide you through a simple process.
3. No enrollment process or login needed to access the service.

SentryHealth Telemedicine Features

How many calls can a member make?

As many as needed! Health plan members have unlimited calls.

How much does it cost?

\$0. Just like all other SentryHealth services, you will never see a charge for utilizing SentryHealth Telemedicine. No copay. No deductible. No consultation fee.*

When can I call?

No appointment is needed and doctors are available 24/7, 365 days a year.

The Process

How does a member request a consultation with a doctor?

Health plan members can call SentryHealth at 877-293-9355 and select option 2 for telemedicine.

What happens when a member calls?

Members will be automatically redirected to an intake specialist with First Stop Health who will:

- Confirm the identity of the member by name, date of birth, and address.
- Collect contact information.
- Document symptoms and confirm/select the preferred pharmacy in the event a prescription is appropriate.
- Ask where the member would have gone had they not called telemedicine.
- Submit the request for a doctor to call the member back.

How long is the intake call?

Typically, less than five minutes.

How long will the member wait for a doctor to call back?

Most members are connected to a doctor in less than 10 minutes.

Are consults with the doctor over the phone or through a video call?

Most consults are over the phone, but video calls are available as well! If a member would like to speak with a doctor through video, the intake specialist will provide instructions.

Can members get a prescription?

If appropriate, the doctor may write or refill a prescription. Physicians are prohibited from prescribing controlled substances, such as opioids or amphetamines.

What kinds of conditions can doctors treat?

All kinds! The most common conditions that telemedicine doctors treat include:

- body injury or pain
- muscle pain or strain
- medication refills
- nausea and/or vomiting
- rashes
- infections (e.g., urinary, ear, sinus, etc.)
- sinus issues or allergies
- sore throat or cough
- cold and flu

Also, a member may consult a doctor if they just don't know what is wrong.

**High Deductible Health Plan members may incur fees for SentryHealth Telemedicine services, as required by federal law.*

Doctors

What kinds of doctors are available?

Our doctors have completed residencies in family medicine, internal medicine, or emergency medicine.

Where are the doctors located?

Our doctors are U.S.-based and licensed to practice in the state from where the member is calling.

Are doctors licensed in all 50 states?

Yes, when a request for a telemedicine visit is logged, eligible doctors (those licensed within the state from which the member is calling) receive a notification, and the first one to accept is connected with the patient.

How is doctor quality monitored?

SentryHealth's partner, First Stop Health, has a QA department that reviews every telemedicine consultation. Doctors are monitored and coached to ensure that our telemedicine standards—both clinical and experiential—are met. Above all, our doctors are committed to abiding by clinical guidelines and good clinical practice. A defining characteristic is that our doctors take the time to listen to patients and make sure that they get their questions answered, understand the treatment recommendations, etc.

Clinical standards and experiential standards align much of the time, but not always. Put simply, the right clinical decision does not always make a patient happy. For example, a patient may call in expecting a prescription for a self-diagnosed condition. A doctor will do a full assessment with that patient and determine the best course of action (e.g., refer to ER, refer to doctor's office, offer advice on over-the-counter remedies, write a prescription for a medication, etc.). Because our doctors explain the reasoning behind the advice they dispense, it is rare that a member becomes upset, although it does happen.

If a member is upset (either by our determination through the QA process or by contacting us to say so), we do our best to educate the member on these concepts in the most compassionate manner (e.g., sending a link to read a blog about a certain topic, offering to help find a local doctor's office or facility, etc.).

How does a doctor know what medications are covered by the member's insurance?

Similar to an urgent care doctor, SentryHealth Telemedicine doctors do not have access to an individual member's drug formulary through their insurance provider. If, for example, a member discovers the medication prescribed via telemedicine is too expensive or not covered by insurance, the member can call 877-293-9355 ext. 2 and state that there is a pharmacy issue. The intake specialist will coordinate with the doctor to see if a different medication would be appropriate/covered under insurance.



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