



Group Insurance Service Center, Inc.



Call 1-866-568-6720 to speak with a Doctor!

Group Name: The City of Burlington

### Overview

## Care Smarter. Live Healthy

The City of Burlington and GISC are pleased to offer you CallMD service. CallMD is a non-emergency medical service with a nationwide network of licensed and board certified physicians that can diagnose, treat and provide prescriptions

for non-narcotic/non-DEA controlled substances. All calls are coordinated through CallMD's 24/7 medical call center staffed with registered nurses.



### Benefits for You are:

**Convenience** – avoid waiting for an appointment and taking time to go to the doctor's office for non-emergency medical needs.

**Information** - On-line access to extensive health and wellness database through co-branded employer portal.

**Savings** – CallMD is much less expensive and time consuming than visits to the emergency room, urgent care center and doctor's office.

**Service and Safety** – CallMD manages employees' important medical information and makes it available for visits to the doctor/specialist and in emergencies.

### Why use CallMD?

- You cannot reach your Doctor or he/she cannot see you in a timely fashion
- You are traveling or away at school
- You are at work and cannot take the time to go to Doctor's office
- You would like a second opinion
- You have a recurring prescription that has run out
- You have a medical concern that you would like to discuss confidentially with a doctor



## Care Smarter. Live Healthy.

### Top Conditions Treated

- Fever/cough/sore throat
- Nasal congestion
- Acute cystitis (bladder or urinary infection)
- Diabetes
- Ear ache
- Weight Control
- Bronchitis
- High blood pressure
- Allergies
- Prescription refills



### How CallMD Works

- To access a doctor, just call 866-568-6720
- A nurse answers the call and does a triage of your medical concern. If it is an emergency, you will be referred to 911, if not the nurse will take your medical history and without delay refers the case to a doctor in your state. Information regarding your current medical concern and the medical history is forwarded to the selected doctor for review and action.
- As soon as a doctor is available, usually within an hour but no more than 3 hours, the nurse will connect the doctor and you in a three way call.
- Based on the information provided and the three way consultation with you, the doctor and nurse the doctor will diagnose, treat and may prescribe a medication if he/she deems appropriate for the diagnosis.
- With the assistance of the nurse, the doctor will update your medical record. The nurse will then forward the information to your primary care physician if requested.
- Within three to five business days the nurse follows up with you.



# Use the Emergency Room Wisely



## Your Decisions Count when it comes to using the ER . . . . .

**IN AN EMERGENCY, DON'T HESITATE TO GO TO THE EMERGENCY ROOM. BUT IF YOUR CONDITION ISN'T URGENT, CALL YOUR PERSONAL PHYSICIAN FIRST OR CALL THE CALLMD 24 HOUR LINE AT 1-866-568-6720 TO SPEAK TO A DOCTOR. IT COULD SAVE YOU TIME AND MONEY.**

When to Use the ER	When to See Your Personal Physician
<ul style="list-style-type: none"><li>• Chest pain lasting two minutes or more</li><li>• Uncontrolled bleeding</li><li>• Sudden or severe pain</li><li>• Coughing or vomiting blood</li><li>• Difficulty breathing, shortness of breath</li><li>• Sudden dizziness, weakness, or change in vision</li><li>• Severe or persistent vomiting or diarrhea</li><li>• Change in mental status (e.g., confusion)</li></ul>	<ul style="list-style-type: none"><li>• Earaches</li><li>• Sore throats</li><li>• Fevers that respond to fever reducing medications</li><li>• Ankle sprains and other strains of muscles and joints</li><li>• Coughs and colds</li><li>• Abdominal pain or other symptoms that resemble an illness that is "going around"</li><li>• Any situation where it would be convenient, but not necessary, to seek care from an emergency room</li></ul>

*Source: American College of Emergency Physicians*

We all pay for the rising cost of health care through increased premiums, co-payments, and deductibles. One of the best ways to control health care costs is to build a relationship with a personal physician for routine care, so trips to the emergency room are reserved for true emergencies.



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