

# JPS On-Demand Urgent Care

## Frequently Asked Questions



### What is JPS On-Demand Urgent Care?

An affordable and convenient way to resolve routine medical conditions with online doctor visits. Our secure technology allows you to use your smartphone, computer or tablet to see a doctor without having to leave your home. With video, providers can engage with you to diagnose your health concerns and provide an effective treatment plan.

### How long is a typical online doctor visit?

Visits can be as long as you need, but typically last 10 minutes – the amount of time needed to handle most medical issues.

### What cannot be treated through On-Demand Urgent Care?

Serious, chronic or life-threatening conditions such as:

- Seizures
- Chest pain
- Neurological symptoms suggesting a stroke
- Difficulty breathing
- Dizziness or loss of consciousness
- Sudden bleeding
- Choking or gagging
- Severe hypertension or hemorrhoids
- Head injury
- Possible broken bones
- Cancer
- Patients who want to hurt themselves (suicidality)
- Patients who want to hurt others (homicidality)
- Schizophrenia or hallucinations
- Ongoing medication refills
- Diabetic conditions

If you have any of these symptoms or other serious medical concerns, please call 911 or go to the nearest emergency room.

### If my condition cannot be treated through On-Demand Urgent Care, can I still discuss it with a doctor?

If it is not an emergency condition, yes. Online doctors can provide medical advice and help you work through treatment options.

### Do I need to schedule an appointment?

No appointment is necessary. When you log in, you'll be able to select from a list of available doctors. If none are available, you will be placed in a "waiting room" and notified by text message when a doctor is available.

### Does my payment cover prescriptions and labs?

This cost does not include the cost of prescriptions, follow-up lab work or follow-up visits.

### What if I don't have health insurance?

JPS On-Demand Urgent Care services do not require insurance.

### Can I get a sick slip or doctor's note?

Yes. During your visit, just ask the doctor to write you a doctor's note and you will get a secure message with the note attached. The note will be stored in your account, under both secure messages and past visits. If you're having trouble printing the note from mobile you can log in through the desktop version and print directly from there.

### Can medical forms (FMLA forms, disability forms or handicap/DMV documents) be filled out?

No, online doctors can only provide simple forms like sick slips or back to work/school documents. Be sure to request them before ending your conversation. Please note that online doctors cannot provide more substantial documents like FMLA forms, disability forms or handicap/DMV documents as they require an in-person evaluation.

### Is my online doctor visit private and secure?

Yes, we feel it is of utmost importance to maintain patient privacy and keep information secure. JPS On-Demand Urgent Care is designed to be a private, secure, HIPAA-compliant tool that allows you to safely and confidentially consult with a doctor online.

### I don't have a smartphone or computer. Is there another way to talk with a doctor?

Yes, dial **1-844-SEE-DOCS** to connect with agents who can help you with any needs including enrollment, connecting with a doctor or answering technical support questions.

### I have a question that isn't listed here. Can you help me?

Absolutely. Email [jps.support@americanwell.com](mailto:jps.support@americanwell.com) or call **800-428-3461**. We have highly trained health service specialists standing by to take your call, 24/7.