



**on demand**  
by Included Health



**Welcome to  
Doctor On Demand!**

# dr+ Welcome to Doctor On Demand

Your health, simplified.

Welcome to Doctor On Demand by Included Health – an all-new way to get the care you need, the way you want—all from a single app. For colds, anxiety, prescription refills, and everything in between, we're here to help. Connect with a doctor, therapist, and care team in minutes, right from your phone, tablet, or computer – no waiting rooms, no long delays, and no hassles.





# How Virtual Care works

Care that fits into your life

With Doctor On Demand, quality and convenient healthcare is just a few taps away:

- Connect to board-certified doctors, therapists and psychiatrists by video.
- Get treatment, prescriptions, lab orders, and referrals – all virtually.
- Access care 24/7, from anywhere you are.

All you need is an internet connection and a few minutes of your time!





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# Urgent Care and Behavioral Health by Doctor On Demand



# 24/7 Urgent Care

Care when you need it most

**Get fast, high-quality care for everyday health issues – anytime, anywhere.**



**A doctor on your side** Get care as soon as possible with appointments typically available in minutes, not day.



**Urgent care available anytime** See the first doctor available with 24/7 access to a network of top physicians.



**Prescriptions filled online** Connect with a doctor to get prescriptions filled for coughs, colds, UTIs, and more.





# When to use urgent care

Quick care for common issues

Our providers are available **24/7**, even on **weekends and holidays**, to offer fast treatment for **90%** of common ER visits.

- Cold and flu
- UTIs
- Headaches
- Sinus infection
- Minor sprains
- Common allergies
- Prescriptions
- And more





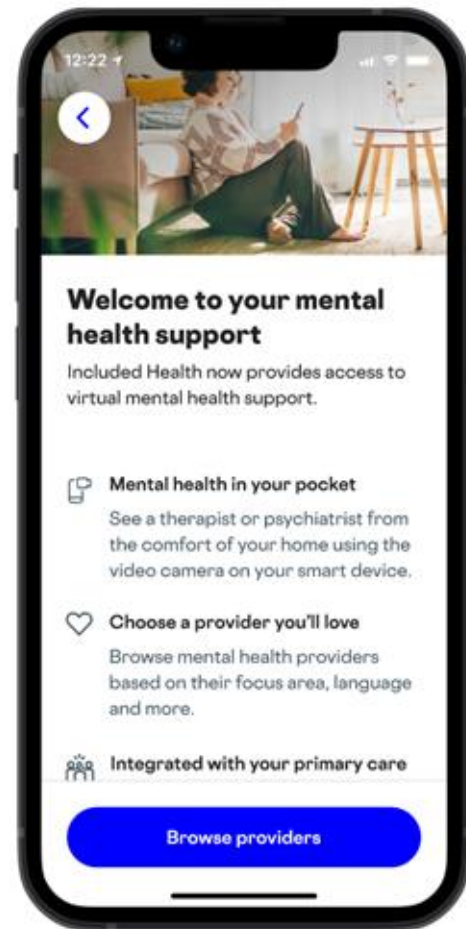
# Behavioral health support

Your mental health matters

Mental health not online affects how you feel every day, it also affects how you make decisions, handle stress, and manage your relationships.

**Doctor On Demand makes it easy for you or a loved one to connect with the right therapist or psychiatrist online.**

- Meet with licensed therapists and psychiatrists privately, wherever you feel more comfortable.
- No minimum age for dependents – children, teens, and adults can all access behavioral health support.
- Choose appointment times that work for your life – including evenings and weekends.
- Get care in days, not weeks or months.
- All sessions are 100% private and HIPAA-compliant.
- DOD behavioral health providers can collaborate with DOD PCPs for whole-person care.





# When to reach out for support

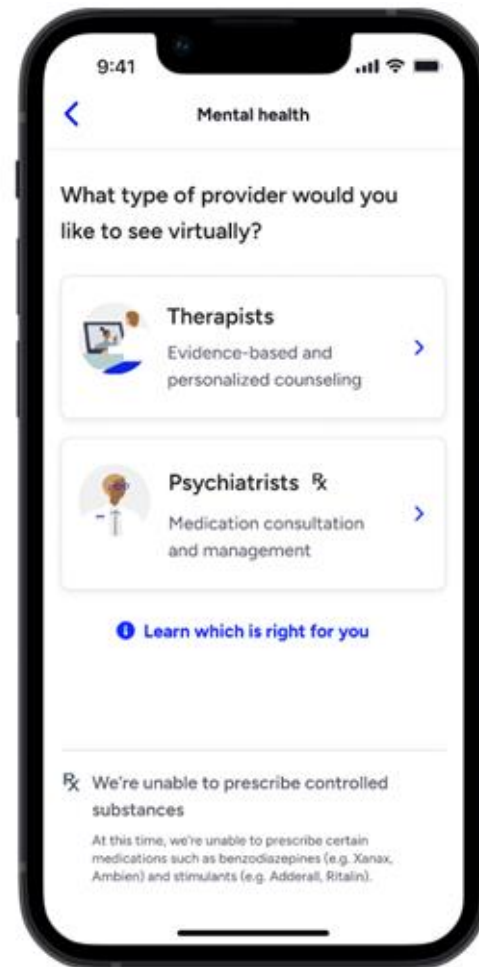
Support is just a video call away

## When to consider seeing a therapist:

- You're experiencing anxiety or depression.
- You're having relationship issues.
- You want to manage stress better.
- You want guidance in times of transition or change.
- You're coping with grief or loss.

## When to consider seeing a psychiatrist:

- You feel an overwhelming sense of worry or sadness.
- Your thoughts and emotions are disrupting your daily life.
- You're interested in starting medication.
- You have a family history of complex mental health issues.





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# Access and Registration

# How to access Doctor On Demand

Getting started is simple

1. **Download** the Doctor On Demand app or visit [doctorondemand.com/regence-ut](https://doctorondemand.com/regence-ut).
2. **Register** by entering your health insurer.
3. **Set up** your profile and answer questions about your medical history, allergies, and prescriptions.

You're ready to book your first visit – often in just minute!

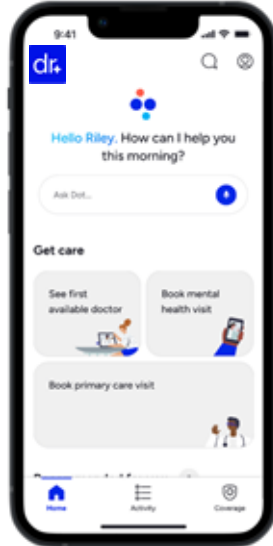


# dr. How to schedule an urgent care visit

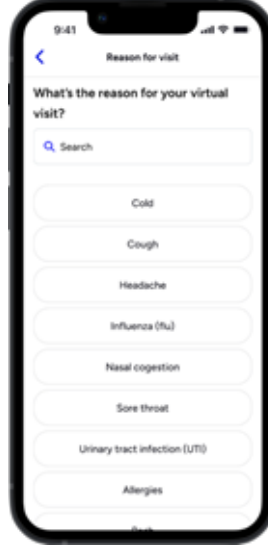
See a provider in just a few clicks



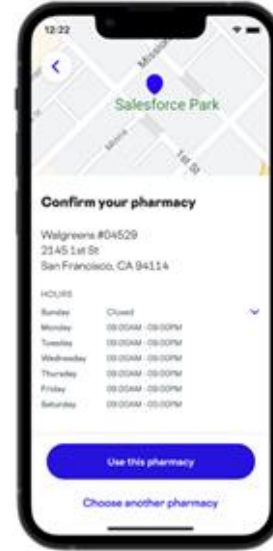
Register for a Doctor On Demand account before you get sick by answering questions about your health history, current prescriptions, allergies, etc.



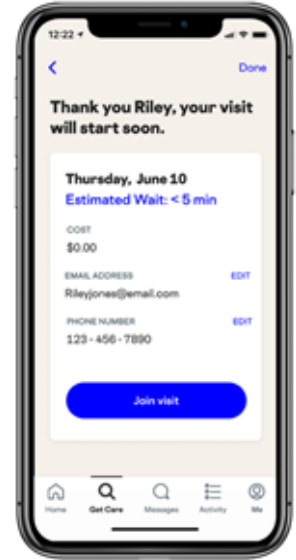
Select "See first available doctor" in the app.



Answer questions about the types of symptoms you're having, the duration of your symptoms, and any vital information like temperature and blood pressure.



Confirm your preferred pharmacy, lab, and physical location. You will be paired with a clinician who is licensed to practice in the state in which you are located.

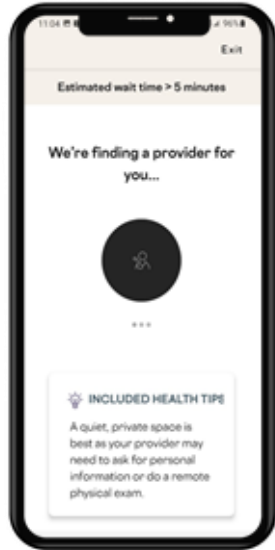


Receive your appointment confirmation and wait for your visit to start.

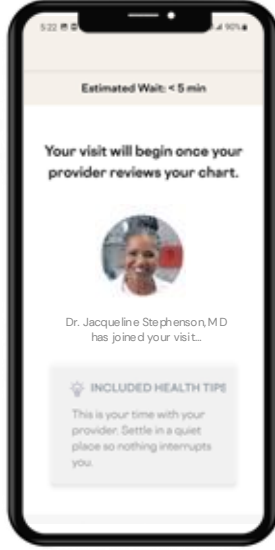


# What to expect during your urgent care visit

Your appointment, step-by-step



Before entering the visit, you will wait in the virtual waiting room for the first available clinician.



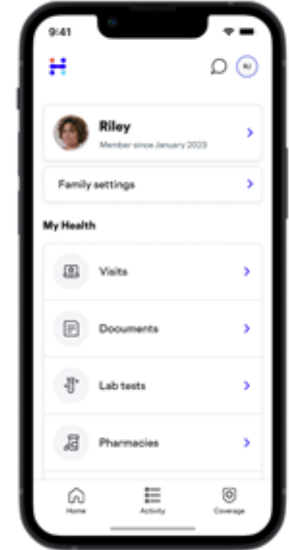
The clinician will review your records and then join the video visit. You will need to allow Doctor On Demand to access your camera and microphone if this is your first visit.



Your clinician will spend time reviewing your medical history, current prescriptions, and talk about current symptoms. The clinician may send in a prescription to your preferred pharmacy, or refer you to in-person care, if



After your visit, you may provide a review of the clinician you met with through a star rating. You can also answer a few more questions about your experience.



You can use the app to view your After Visit Summary.

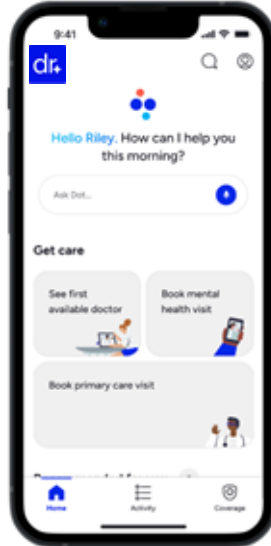


# How to schedule a behavioral health visit

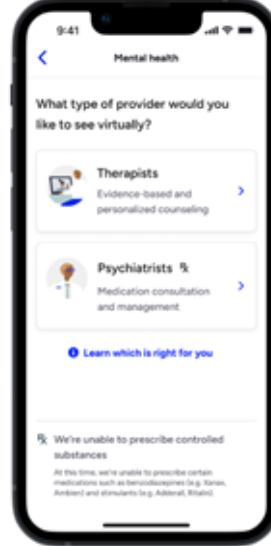
See a provider in just a few clicks



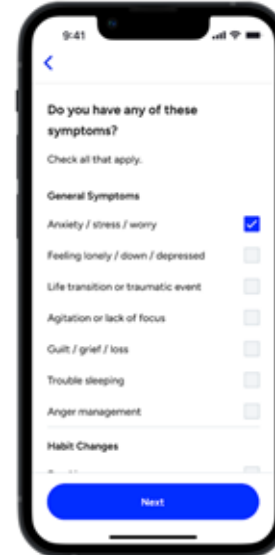
Register for a Doctor On Demand account before you get sick by answering questions about your health history, current prescriptions, allergies, etc.



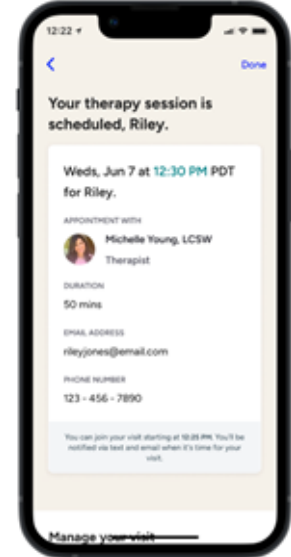
Select "Book mental health visit" in the app.



Select the type of provider you would like to see, the visit duration and view provider profiles to choose the right therapist for you.



Complete the questions about the reason for your visit, enter your prescriptions, and choose your preferred pharmacy and labs.



You will receive an appointment confirmation, as well as email reminders and text prior to your visit.\*

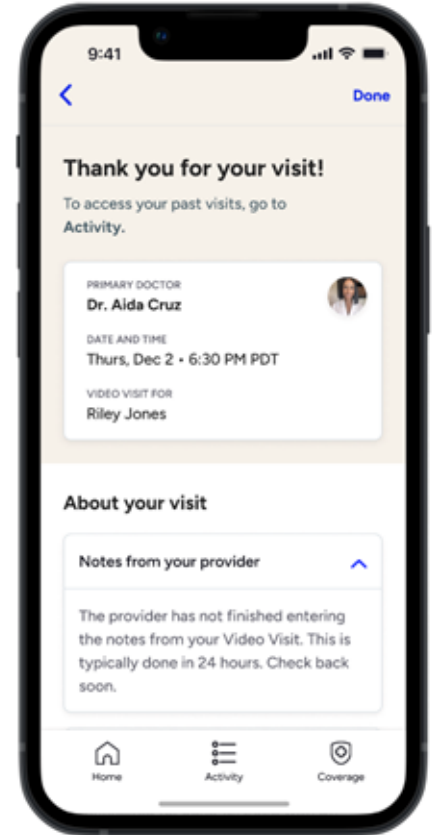


# Tips for a great visit

Make the most of your virtual care

Follow these tips to ensure a smooth, effective appointment:

- Choose a quiet, well-lit space where you can speak openly.
- Make sure you have a strong Wifi signal and your device is charged.
- Have your current medications, recent lab results, and any questions ready.
- Share all your symptoms, even small details – they can help your provider make a more accurate diagnosis.
- Jot down recommendations, next steps, and follow-up plans during or right after the visit. You'll also have your after visit summary to review in case you miss anything!
- Be honest and open – the more your provider knows about your lifestyle, concerns, and goals, the better they can help you.
- Don't wait until you're sick to create a Doctor On Demand profile! Download the app and get started today so it's ready when you are!



# Ready to take control of your health?

Doctor On Demand makes healthcare easier, faster, and more personalized – all from the comfort of home!

Download the app today and schedule your first visit to get started!

