

Urgent Care.
24/7/365 access to convenient,
contagion-free, cost-effective care.

24/7/365
national coverage

<10
minutes average
wait time¹

\$294
cost savings
per visit

ABOUT MDLIVE URGENT CARE:

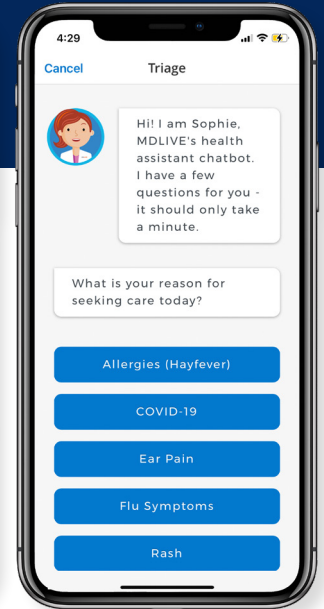
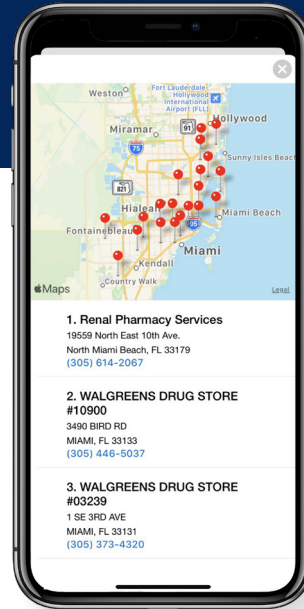
- On-demand and scheduled urgent care visits by phone, video, or mobile app
- Demonstrated ability to scale with +60M members, 78 patient net promoter score (2020), and low wait times
- 2,000+ board-certified, state-licensed, and credentialed physicians
- Our physicians have an average of 15 years of practicing experience
- Specialized training in communicating with and diagnosing patients over the phone and video
- Adherence to NCQA guidelines and standards, HITRUST certified

MDLIVE Urgent Care helps to address these challenges for our clients through our 'Four Cs' strategy – care, convenience, cost reduction, and contagion avoidance. MDLIVE Urgent Care provides members with 24/7 diagnosis and treatment of over 80 common health conditions through virtual visits with our national medical network of more than 2,000 medical board-certified physicians specially trained in telemedicine.

All this comes on our HIPAA compliant and HiTrust certified platform with deep configurability to power your best-fit strategy.

REDUCING COST OF CARE:

Members use MDLIVE's virtual urgent care services as a more convenient and less expensive alternative to Urgent Care Clinics and Emergency Departments. In fact, every 1,000 virtual urgent care visits create nearly \$300,000 in claims cost savings for payer clients by helping their members avoid higher-cost care settings.



MDLIVE PROVIDES CARE FOR MORE THAN 80 MEDICAL CONDITIONS, INCLUDING:

- Allergies
- Cold & Flu
- COVID-19
- Ear Pain
- Medication Refills
- Pink Eye
- Rash
- Sinus Problems
- Sore Throat
- UTI (Adult Females, 18+)

MDLIVE Urgent Care | Call 888.781.5301 | MDLIVE.com | info@mdlive.com

1. MDLIVE's average member wait time Oct. – Dec. 2020

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