



Dear Valued Customer,

As part of the OneShare Health Family, we want to provide you with all the resources you need to make the best choices for your health. That being said, we want to share some information with you about your first line of defense for your acute health needs: Telemedicine!

As always, feel free to reach out to Member Support Team at any time, and we'll answer any questions you may have!

[CONTACT MEMBER SUPPORT](#)

All About Telemedicine

Have a cold? Need to know if that scrape needs stitches? As a OneShare Member, you have 24/7/365 access to Telemedicine for a Consult Fee that's 100% Shared!

What is Telemedicine?

Telemedicine is a tool provided by DialCare for convenient medical care that can serve as your first line of defense when it comes to acute medical needs. By using Telemedicine, health care offices can interact with more patients on a daily basis, 24 hours a day, 365 days a year.

Telemedicine services are a key part of* every Membership Program of OneShare's Health Care Sharing Ministry. If you have access to a

smartphone, tablet, laptop, or desktop and a reliable internet connection, you can be face to face, or phone to phone, with a physician in no time!

*Telemedicine and Membership Discount Programs are not sharing services and are not owned or operated by OneShare Health, LLC. These are made available to OneShare Members for a fee paid from the Member's Monthly Contribution. Telemedicine is made available to OneShare Members by DialCare.

What Can I Use Telemedicine For?

Remember a time when you were not feeling well? Had the flu? Had a sore throat? To make things worse, sometimes it happens in the middle of the night, out of town, or at work. What do you do?

That's what happened to Joe! He was traveling, in a hotel, and got sick!

1. 3:00 AM Joe got sick and doesn't feel right.
2. 3:15 AM Joe calls his Telemedicine Service and talks to Dr. Smith.
3. 3:20 AM A prescription is sent to the pharmacy near Joe's hotel.
4. Joe's Telemedicine Consult Fee: 100% Shared

Telemedicine Services are used most for ailments such as:

- Allergies
- Asthma
- Cold & Flu
- Digestive conditions
- Ear infection
- Fever
- Gout
- Insect bites
- Joint, aches, & pains
- Rashes
- Sinus infections
- Skin inflammation
- Urinary tract infections
- And more!

Telemedicine physicians can suggest a wide range of treatment options and prescriptions based on your unique circumstances and health history. DialCare is available for OneShare Health Members for a 100% Shared Consult Fee, and residents of Massachusetts will have access to Teledoc, instead.

Telemedicine Services through DialCare are intended to treat non-emergency conditions. If you suspect your situation is Life-Threatening or Life-Altering, you should call 911, immediately.

Should I Use Telemedicine?

In the case of non-emergency issues, OneShare Health Members like you can benefit from Telemedicine by saving both time and money. The Telemedicine 100% Shared Consult Fee costs far less than an in-person appointment, and you can also avoid the inconvenience of missing work and traveling to a medical office!

To save even more, don't forget to use your OneShare Health Prescription Discount Card for any medications prescribed during your visit!

How Do I Get Started?

First, download the DialCare App and register your information. Then, call: [\(833\) 387-9603](tel:(833)387-9603). Massachusetts residents should call: [\(855\) 847-3627](tel:(855)847-3627).

At the start of your Telemedicine consult, you will call in for a triage process, then the doctor will call you back via phone or video chat for a discussion. They may write you prescriptions to pick up later.

It's important that you turn off your spam filter or RoboKiller beforehand, or the doctor's call may go straight to voicemail. Also, each Dependent on your Program needs to register with their own email if they are over the age of 18. For example, if you have a college student and they need to call in for a Telemedicine consultation, the Primary Member (Parent) cannot take that call for them.



If you have any other questions or would like more information about Telemedicine, you may contact Member Support by clicking below, visit our [OneShare Health Blog](#), or check out the [OneShare Health Knowledge Base](#)!

[CONTACT MEMBER SUPPORT](#)

Wishing you health and happiness,

The Team at OneShare Health

We Want Your Feedback!

How comfortable do you feel using Telemedicine after reading this email?

COMFORTABLE

NOT COMFORTABLE

“Do not neglect to do good and to share what you have, for such sacrifices are pleasing to God.”

Hebrews 13:16 (ESV)

onesharehealth.com

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You received this email because you are an active Member of OneShare Health.

Have Questions? Reach out to Member Support at [\(833\) 546-4478](tel:8335464478).

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Doctors do not write prescriptions for DEA-controlled substances or other classes of medication such as mood-altering drugs, including anti-depressants, anti-anxiety or lifestyle medications. DialCare operates within state regulations.