



Get Fast, Convenient Virtual Care 24/7

You can connect with a U.S. board-certified provider from anywhere in the U.S. via your smartphone, tablet, or computer for non-emergency conditions.¹

- **Everyday Health:** rashes, acne, eczema, asthma, and more.
- **Urgent Care:** pediatric care, cold & flu, sinus infections, bronchitis, UTIs, yeast infections, pink eye, and more.

Traveling outside the U.S. and Need Medical Advice?

Doctor On Demand providers offer international consultations.² They can give medical advice and suggest locally available medications.

Access confidential therapy and psychiatry services 7 days a week— on your schedule.

Choose from a variety of therapists with different specialties and build a relationship with the provider who best meets your needs. Appointments available within 1-3 days.

- **Therapy:** Support for conditions such as anxiety, depression, stress, grief & loss, postpartum, post-traumatic stress disorder (PTSD), youth mental health, couples therapy, Eye Movement Desensitization and Reprocessing (EMDR), and Cognitive Behavioral Therapy (CBT).
- **Psychiatry:** Mood disorders, psychiatric evaluations, initial diagnosis, medication management³, and more.

Doctor On Demand providers can also order your prescription³ at your local pharmacy when medically necessary.

Why Doctor On Demand?

- **Proven Results:** 95% case resolution rate.
- **Fast Access:** 5-minute average wait time.
- **Quality Care:** 4.9 out of 5 stars average rating.
- **Expert Providers:** 17+ years average experience.
- **Providers with diverse backgrounds:** 33% identify as racial minorities, 11% as LGBTQ+.

What Harvard Pilgrim Members Say

"Great, quick visit that sure beat waiting at Urgent Care!"

"What a lovely MD! Concerned and caring! The whole process is great :)"

Set up your account in three simple steps:

1. Visit doctorondemand.com/harvardpilgrim and have your member ID card ready.
2. Enter your health insurance information. This is an essential step to complete your registration.
3. Create your account and request a visit.



¹ In case of emergency, please call 9-1-1 or visit the nearest emergency department. Doctor On Demand virtual care services are available to Harvard Pilgrim Commercial members. Member cost-sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits.

² This excludes U.S. territories (Puerto Rico, Guam, U.S. Virgin Islands) and certain other countries (e.g., nations on the U.S. Sanctions List). Physicians will not order prescriptions for patients calling from outside the U.S.

³ Doctor On Demand physicians do not prescribe Schedule I-IV DEA controlled substances, and may elect not to treat or prescribe other medications based on what is clinically appropriate. This section applies to everyday health, urgent care, therapy, and psychiatry.