

# Get ready for your virtual urgent care visit.

How to make the most of your virtual appointment with the doctor.

MDLIVE® virtual urgent care<sup>1</sup> visits are a convenient way to get care or to talk with a doctor about minor medical concerns like cough, cold and flu, and prescription refills without having to go to an urgent care center or ER. It's easy to set up a virtual urgent care appointment. Log in to **myCigna.com**<sup>®2</sup> and click on "Talk to a doctor" or call MDLIVE at **888.726.3171**. You'll need to complete your health profile before scheduling your visit. And you can select an appointment in English or Spanish.

## 10-15 minutes before your visit

- Prepare a list to guide your discussion with your doctor:
  - Your current health concerns.
  - Any other health conditions you have.
  - Your medications (prescription and over-the-counter) and supplements. Be sure to include dosages.
- Find a safe, quiet place where you can talk and listen to the doctor.
- Have paper and a pen for taking notes.
- If you are using video:
  - Find a quiet area with good internet and cell phone reception.
  - Try to sit where there are no windows or bright lights behind you, so the doctor can see you clearly.

## During your visit

- Introduce yourself to the doctor and include any cultural preferences.
- Inform the doctor of your concerns and the reason for your visit.
- Confirm your preferred pharmacy with the doctor for any prescriptions.
- If you like, you can ask your MDLIVE doctor to share your diagnosis and treatment plan with your doctor.

## After your visit

- Follow the doctor's recommendations regarding:
  - Monitoring your symptoms.
  - Filling and taking prescription medications as indicated.
  - Scheduling follow-up appointments.



### Ready to get started?

There are 2 easy ways to connect to MDLIVE.

- Call MDLIVE at **888.726.3171**.
- Log into **myCigna.com** and click on "Talk to a doctor."



1. Cigna Healthcare provides access to virtual care through participating in-network providers. Not all providers have virtual capabilities. Cigna Healthcare also provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. All health care providers are solely responsible for the treatment provided to their patients; providers are not agents of Cigna Healthcare. Refer to plan documents for complete description of virtual care services and costs.

2. If you haven't created a myCigna account, go to myCigna.com<sup>®</sup> and click "Register." Follow the instructions to complete the short form and click "Submit." Customers under 13 years old will not be able to register and/or have their parent/guardian register on their behalf at myCigna.com.

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