

## F.A.Q. about Good Shepherd Pharmacy Telehealth Memberships

- 1. What is telemedicine?** Telemedicine is a fast-growing way for people to obtain treatment for healthcare issues from U.S. doctors by phone, video, or devices from the comfort and safety of their homes, 24 hours a day, every day of the year.
- 2. Is telemedicine safe and approved?** Yes. Telemedicine has been used in the United States for more than 15 years. It is legal in all 50 states and is endorsed by the American Medical Association. The CDC recommends telemedicine to reduce the chances that people will contract or spread COVID-19.
- 3. What kinds of urgent care needs can telemedicine treat?** The common conditions people consult with a doctor about, such as the common cold, flu, fever, skin rash, nausea, earache, sinus infection, pink eye, and more. People can also ask telemedicine doctors questions about COVID-19 or other health concerns.
- 5. How much do telehealth memberships cost?** Traditional health insurance costs \$200 - \$1000 per month or more. Good Shepherd Pharmacy Telehealth memberships start at just \$10 per month
- 6. Can I cover my family with this program?** Yes. Everyone must register separately but all charges can be made to the same account.
- 7. Can I sign up if I already have health insurance?** Yes. You can sign up regardless of whether you are uninsured, or you already have insurance. If you already have existing high-deductible health insurance, a Good Shepherd Pharmacy Telehealth membership can help you eliminate many doctor bills, co-pays, and deductibles.
- 8. Is there a waiting period or exclusions for pre-existing conditions?** No. You can sign up right away There are no health questions to answer and no health exclusions of any kind.
- 9. How long does it take to get help from one of the telemedicine doctors?** Once you are enrolled, the average time to speak with one of our doctors from your home is 30-60 minutes.
- 10. Can the doctors write prescriptions?** Yes. The telemedicine doctors can write prescriptions for acute medications, like antibiotics, to treat conditions like earaches, pink eye, skin rashes, and more. But they may also write prescriptions for chronic conditions like diabetes, high blood pressure, etc.
- 11. Do I have to sign a contract or make a long-term commitment?** No. You can cancel your membership at any time after a minimum of three months.
- 12. Is there a limit on the number of times my family or I can obtain treatment from the telemedicine doctors?** No. You can speak with one of the telemedicine doctors as often as you need with NO doctor bills, co-pays, or deductibles.
- 13. How do I use the program?** After you sign up, you will be emailed a Welcome Letter that explains the program in detail and lists how you can contact the telemedicine doctors 24 hours a day via phone, video, or other devices.

14. **Do I have to provide any type of confidential information?** No. You do not have to provide a social security number, citizenship information, or answer any questions about your health.

15. **How do I sign up for this program?**

1. Visit our Telehealth pricing page (<https://www.goodsheprx.com/telehealth-pricing>) and click the “Get Started” button for the membership plan you’re interested in. Enter your contact info and we will schedule a call to get you onboard.
2. Call us at 877-521-6337 to enroll over the phone.