

A New Kind of House Call with HiDoc®

Please verify with your administrator that this service is available to you.



What is HiDoc®?

HiDoc® is our free telemedicine service (hosted by CloudWell Health) that provides eligible members with virtual access to a local network of physicians and therapists, day or night. HiDoc® is intended to work in tandem with your primary care physician and not as a replacement. Consultations are confidential and secure, and a HiDoc telemedicine visit has **no out-of-pocket cost** (unless specified otherwise by your health plan). Skip the waiting room and speak to a doctor usually within 30 minutes from anywhere, or schedule an appointment for a later date and time.

When should I use HiDoc®?

You can schedule a consultation with a HiDoc® physician in Hawaii and while traveling (locally, domestically, and internationally) for:



- Non-emergent medical situations
- Routine medical care or consultations during normal or off-business hours when your primary care physician is not immediately available
- Urgent care conditions commonly treated through telemedicine, including:
 - ✓ Allergies
 - ✓ Cough/Flu
 - ✓ Diarrhea
 - ✓ Ear Infection
 - ✓ Eye Issues
 - ✓ High Blood Pressure
 - ✓ Prescription Refills*
 - ✓ Skin Issues/Rashes
 - ✓ Sore Throat
 - ✓ Traveling Illness
 - ✓ Urinary Tract Infection
 - ✓ Vomiting

* Refills should be requested only in urgent situations when your primary care physician is unavailable.

- Mental health concerns**, including:
 - ✓ Anxiety
 - ✓ Depression
 - ✓ Eating Disorder
 - ✓ Insomnia
 - ✓ Panic Attack or Phobia
 - ✓ PTSD
 - ✓ Relationship Issues
 - ✓ Stress

** Mental health counseling is subject to physician availability; scheduling timelines may differ from other consultations.

How do I schedule a consultation?

There are three ways to schedule a phone or video consultation. You will need to provide your member number located on your health plan ID card and date of birth to verify your eligibility.

- Call **(808) 400-4113**
- Visit www.HiDocOnline.com
- Use the HiDoc® Online mobile app



For technical assistance, email Support@HiDocOnline.com. For all other questions, contact HWMGwellness@hwmg.org.

What our members say about HiDoc®

“ I spoke to a physician within 30 minutes, was diagnosed, and had a prescription called into a local pharmacy ... Success! ”

“ Registering was easy. I received a call from the doctor within the scheduled time. All in all, a satisfying experience. Thank you for bringing this service to your members! ”

“ The doctor was able to assist me by phone and was very helpful and courteous. He even educated me about my condition and was able to call in a prescription at a pharmacy convenient to me. I'm so glad I went this route instead of the hassle of trying to get into a doctor's office. ”