

A New Kind of House Call with HiDoc®



HiDoc® is HWMG's free telemedicine service (hosted by CloudWell Health) that provides participants 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 (PCP) and not as a replacement. If you do not have a PCP, HiDoc® also offers primary care services. Consultations are confidential and secure, and a HiDoc® telemedicine visit has **no out-of-pocket cost** (unless otherwise specified by your health plan). Skip the waiting room and speak with 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 while in Hawai'i or traveling (domestically or internationally) for:

- Non-emergent medical situations or routine care when your primary care physician is not available or you do not have a PCP
- Mental health concerns¹

- ✓ Anxiety
- ✓ Depression
- ✓ Eating Disorder
- ✓ Insomnia
- ✓ Panic Attack or Phobia
- ✓ PTSD
- ✓ Relationship Issues
- ✓ Stress

¹ Mental health counseling is subject to physician availability; scheduling timelines may differ from other consultations.

- Urgent care for adults and children

- ✓ Allergies
- ✓ Cough/Flu
- ✓ Diarrhea
- ✓ Ear Infection
- ✓ Eye Issues
- ✓ High Blood Pressure
- ✓ Prescription Refills²
- ✓ Skin Issues/Rashes
- ✓ Sore Throat
- ✓ Traveling Illness
- ✓ Urinary Tract Infection
- ✓ Vomiting

² Refills should be requested only in urgent situations when your primary care physician is unavailable.

- Primary care for adults and children³

- ✓ At-Home Virtual Checkups
- ✓ Chronic Disease Management
- ✓ General Health Consultations
- ✓ Prescription Refills
- ✓ Preventive Planning

³ Primary care is intended to serve members who reside in areas with limited PCP access and availability or who do not currently see a regular physician. It is not meant to replace existing provider relationships.



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 other questions, contact HWMGwellness@hwmg.org.

What 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.