

Virtual Care in Minutes

HiDoc® is HWMG's free telemedicine service (hosted by MD Live by Evernorth) that provides members with 24/7 access to a local network of physicians and therapists online or by phone. HiDoc® is intended to work in tandem with your primary care physician (PCP) and not as a replacement.

If you don't 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!** Skip the waiting room and speak with an urgent care doctor within minutes from anywhere, or schedule an appointment for a later date and time.



When should I use HiDoc®?

You can schedule a HiDoc® consultation while in Hawai'i or traveling (domestically or internationally) for:

- Non-emergent medical situations or routine care when you're unable to see your PCP
- Dermatology¹
 - Acne
 - Cold Sores
 - Eczema
 - Psoriasis
 - Seasonal Skin Conditions

¹ If you have substantial itching or pain and feel the best solution would be to speak with a physician immediately, schedule a HiDoc® Urgent Care consultation. If the issue is less urgent, select Dermatology.

- Mental health concerns²
 - Anxiety
 - Depression
 - Eating Disorder
 - Insomnia
 - Panic Attack or Phobia
 - PTSD
 - Relationship Issues
 - Stress

² Mental health counseling is subject to physician availability; scheduling timelines may differ from other consultations.

- Urgent care for adults and children³
 - Allergies
 - Cough/Flu
 - Diarrhea
 - Ear Infection
 - Eye Issues
 - High Blood Pressure
 - Prescription Refills¹
 - Skin Issues/Rashes
 - Sore Throat
 - Traveling Illness
 - Urinary Tract Infection
 - Vomiting

³ Refills should be requested only in urgent situations when your primary care physician is unavailable.

- Primary care for adults and children⁴
 - Routine Checkups
 - Chronic Disease Management
 - General Health Concerns
 - Prescription Refills
 - Preventive Planning

⁴ 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 name, member number located on the front of your member ID card and date of birth to verify your eligibility.

- Call **(888) 838-8075**
- Visit www.HiDocOnline.com
- Use the MDLIVE mobile app



For technical assistance, email Support@HiDocOnline.com. For 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!