Doctegrity

24/7/365 Nationwide eHealthcare

Frequently Asked Questions

Contact and Access

- *Support:*
  - Phone: 1-877-342-5152
  - Email: memberservices@doctegrity.com
- *Login Portal: App.doctegrity.com/login*

Scheduling a Consultation

- You will receive a welcome email to set up your account password.
- Log in via the Doctegrity app or website (www.doctegrity.com) using your email and password.
- Select either a phone or video consultation to schedule your first appointment.

Who is the primary account holder and who can schedule appointments for dependents?

- The primary account holder is the enrolled employee. The primary member can add household members.
- Dependents under 18 years old: the primary account holder registers them and schedules consultations.
- Dependents 18 years and over: receives their own login credentials and can schedule their own appointments.

How many dependents can be added?

- Up to six (6) dependents can be added per account.

Who qualifies as dependent?

- Doctegrity is more expansive compared to traditional insurance products.
- At Doctegrity, a 'dependent' is anyone a primary member adds to their account, such as immediate family or other residents at the primary member's home.

Is there an age limit for telehealth services?

- Telemedicine services are provided for ages 2 years and up.

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What is the waiting time to get a call back from the doctors?

- Doctors typically respond to on-demand consultation requests within a two-hour window. Doctegrity's national average response time is 15 minutes.
- Members also have the flexibility to schedule appointments in advance, instead of booking on-demand consultations.

Can doctors prescribe or refill medications?

- Yes, our doctors can prescribe or refill most medications at their discretion and send prescriptions to your preferred pharmacy
- However, they cannot prescribe controlled substances, certain pain medications, or mental health medications.

Is physician continuity of care guaranteed?

- The Doctegrity medical team assigns the next available doctor based on the member's location and time zone. While all doctors can access previous consultation notes, seeing the same doctor is not guaranteed.

Can your doctors write prescriptions for other countries/foreign workers?

- Doctors can issue prescriptions only within the U.S. for local and foreign employees based in the U.S., and send them to the member's preferred U.S. pharmacy.
- Doctors can only provide informational-only consultations to members located outside the U.S.

What happens if the doctor says they are unable to treat the member?

- All medical treatment, diagnosis, and prescription decisions are at the doctor's professional discretion.
- While our physicians aim to address all medical concerns, it is important to note the inherent limits of virtual telemedicine.

Can I see a specialist (e.g., dermatologist, podiatrist)?

- Our physicians specialize in Emergency Medicine, Family Practice, or Internal Medicine, and we currently do not offer specialty care.
- However, our doctors can review and provide advice or treatment for common dermatology issues within their scope of expertise.