



telescope health

in association with

Ameriflex

FAQ



HOW DO I GET STARTED?

- ① Launch Telescope Health from your Ameriflex account.
- ② Complete patient intake.
- ③ See a care provider within minutes!

WILL YOU PRESCRIBE MEDICATION?

Yes, we will if your provider determines that you need a prescription. However, in accordance with state law, we do not prescribe controlled substances or narcotics.

WHAT ARE YOUR HOURS OF OPERATION?

We have physicians, care providers, and patient care coordinators ready to see you 24 hours a day, 7 days a week.

WHO ARE THE TELESCOPE HEALTH PROVIDERS?

Our team also includes highly trained Nurse Practitioners and Physician Assistants. However, board certified physicians are always available if you need one.

WHAT IS THE WAIT TIME TO TALK TO A CARE PROVIDER?

Average wait time is less than 10 minutes. Our Care Coordinators will be available to communicate with you while you wait and let you know the status of the doctor.

I DON'T HAVE A PRIMARY CARE DOCTOR, WHAT DO I DO?

While Telescope Health does not replace your in-person primary care physician, we can provide annual preventative exam by appointment with one of our virtual providers. Our care coordinators can also provide you with local recommendations for a physician near you.

HOW CAN I PROVIDE INFORMATION FROM MY CONSULT TO MY DOCTOR?

You have access to your electronic medical record through the platform for download. If you are having trouble, please reach out to our Care Coordination Team to help you with that request.

IS THERE A HEALTH ISSUE I SHOULDN'T UTILIZE TELEMEDICINE FOR?

We treat and educate on a large variety of medical issues. However, some conditions and complaints may not be appropriate for a virtual encounter and we will recommend you seek immediate evaluation in person. If you have any of the following complaints, go to an emergency department or call 911 instead:

- Chest pain
- Stroke like symptoms
- Pregnancy related complaints
- Altered mental status or confusion
- Urogenital or breast related issues
- Suicidal or homicidal thoughts or hallucinations
(National Suicide Prevention Lifeline: #988)

MY PHARMACY DIDN'T RECEIVE MY PRESCRIPTION, WHAT SHOULD I DO?

Our Care Coordination Team is available to help 24/7 to answer your questions and make sure your prescription is sent to your preferred pharmacy. Call 904.373.5304

DO I HAVE TO SCHEDULE AN APPOINTMENT TO SEE A CARE PROVIDER?

Telescope Health is for on-demand care. Once your intake form is filled out you will be put in a virtual waiting room until your doctor becomes available. If during your wait you have any questions, please utilize the messaging feature to chat with one of our Care Coordinators.

CAN I SEE A CARE PROVIDER IF I AM TRAVELING OUTSIDE OF THE UNITED STATES?

Currently our providers are licensed to treat when you are in the United States. Please visit our website for our coverage list.

If you are traveling and do not see an available doctor licensed in your geographical location or state, call our care coordinators and they can find a virtual provider for you.

DO YOU PROVIDE WORK/SCHOOL NOTES?

Yes. Our providers can put a work/school in your account pertaining to your visit.