

## A New Kind of House Call with HiDoc®

### What is HiDoc®?

HiDoc® is our telemedicine service that provides 24/7 access to local, board-certified physicians through telephone and online video consultations. Skip the waiting room and be seen in as little as 30 minutes! HiDoc® is intended to work in tandem with your primary care physician and not as a replacement. Consultations are confidential and secure, and a telemedicine visit has no out-of-pocket cost!



### When should I use HiDoc®?

You can schedule an appointment with a HiDoc® physician in Hawaii and while traveling domestically or internationally for:

- Non-emergent medical issues
- Routine medical care or consultations during normal or off-business hours when your primary care physician is not immediately available
- Conditions commonly treated through telemedicine exams, including:

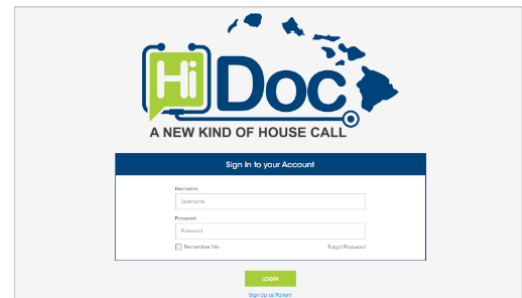
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|-------------|-----------------------|-------------------------|---------------------------|
| ✓ Allergies | ✓ Ear Infection       | ✓ Prescription Refills* | ✓ Traveling Illness       |
| ✓ Cough/Flu | ✓ Eye Issues          | ✓ Skin Issues/Rashes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

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

### How do I schedule a consultation?

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

- Call toll-free **(844) 423-6242**
- Visit [www.HiDocOnline.com](http://www.HiDocOnline.com)
- Access the HiDoc® Online mobile app



### Here's what our members are saying about HiDoc®!

*"I appreciated my HiDoc® experience and thank you for offering this service! I was able to speak with a doctor within 15 minutes of scheduling an appointment. 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 that was convenient to me. I'm so glad I went this route instead of the hassle of trying to get into a doctor's office."*

*"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!"*

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

For technical assistance, email [Support@HiDocOnline.com](mailto:Support@HiDocOnline.com).

For all other questions, contact HMAA's Customer Service Center at (808) 941-4622 or toll-free at (888) 941-4622.