When you’re not feeling well, you want the quickest path to care. With BlueCross BlueShield of Western New York’s Telemedicine hosted by Doctor On Demand®, you can see a doctor 24/7 using your mobile device or computer. Telemedicine is ideal for urgent, but nonemergency, medical issues.

Convenient
Avoid spending time in waiting rooms. Telemedicine doctors are available within minutes or by appointment. You’re able to talk with a doctor from the comfort of your own home, at your work place, or while traveling.

Cost savings
Telemedicine is an extension of our network — a typical visit is lower than urgent care and emergency room costs.

What’s treated?
Medical care:
• Allergies
• Bronchitis and pneumonia
• Colds, coughs, congestion
Doctors will review symptoms and medications, perform an exam, and recommend a treatment plan.

Mental health:
• Anxiety
• Depression
• Trauma and loss
Therapists provide a safe, confidential space for you to get the treatment you need. An appointment is needed for these services.

How to get started
Go to doctorondemand.com or download the Doctor On Demand app from the App Store or Google Play.
Call 1-800-997-6196 for Doctor On Demand support.

Visit bcbswny.com for more information and a full list of covered services.