

# Receive virtual care and support

through our Sydney Health mobile app



When you aren't feeling your best — physically, mentally, or emotionally — or you need guidance managing a health condition, help is available. You can connect to the care you need using our Sydney<sup>SM</sup> Health mobile app. You can have a video visit with a doctor 24/7 for common health issues, and mental and emotional healthcare is available by appointment.<sup>1</sup>

Plus, Sydney Health is your avenue to specialized programs designed to help you improve your habits and your health.

## Visit with a doctor for common medical concerns

Doctors are available anytime, with no appointments or long wait times. They can help you with health issues, such as a cold or the flu, allergies, sore throat, migraines, or skin rashes. During your private and secure video visit, the doctor will assess your condition, provide a treatment plan, and send prescriptions to the pharmacy of your choice, if needed.<sup>3</sup>

## Receive mental or emotional healthcare

If you're feeling anxious or depressed, or having trouble coping, you can set up a video visit with a licensed therapist or board-certified psychologist or psychiatrist.<sup>4</sup> Appointments can be scheduled within one to two weeks.<sup>1</sup> Psychiatrists help manage medications; they do not provide counseling or talk therapy.<sup>5</sup>

## What people say about virtual care visits<sup>2</sup>

92%

were able to book a virtual visit sooner than an in-person visit

89%

said the doctor they saw was professional and helpful

92%

thought the doctor understood their concerns

## How to download our Sydney Health app:



Scan the QR code with your phone's camera.



## Use Sydney Health to:

### Help you during and after pregnancy

Now you can connect more easily to the maternal care you need. The Building Healthy Families program and breastfeeding support is available through video visits on our app. Doctors are available anytime—no appointment needed. For breastfeeding assistance, you can schedule secure online visits with a lactation consultant, counselor, or registered dietitian.

### Connect with a sleep specialist

Through our app, you can have a virtual care visit with a sleep specialist who can help diagnose sleep issues and treat them. Schedule an online visit through Sydney Health and a sleep specialist will assess your habits and history. They may suggest therapy or a sleep test. You will have a follow-up visit to discuss your results, next steps, and further treatment.

## Here's how to access the program through virtual care:

### Download our Sydney Health app.

1. Register (if you haven't yet) and log in.
2. Once you register, your username and password are the same for our app and **empireblue.com**.
3. Select **Care** and then select Video Visit.

### Visit **empireblue.com**.

1. Register (if you haven't yet) and log in.
2. Once you register, your username and password are the same for **empireblue.com** and our Sydney Health app.
3. Select **Care** and then select **Virtual Video Visit with a provider**.

<sup>1</sup> Appointments subject to availability.

<sup>2</sup> Based on Sydney Health utilization trends from top national clients.

<sup>3</sup> Your doctor will determine if a prescription is needed at time of visit.

<sup>4</sup> Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please call 800-273-8255 (National Suicide Prevention Lifeline) or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. Emergency services are not provided through virtual care on the Sydney Health app or **empireblue.com**.

<sup>5</sup> Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed through virtual care on the Sydney Health app or **empireblue.com**.

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Empire BlueCross BlueShield.

Sydney Health is offered through an arrangement with Caredon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2020-2022 The Virtual Primary Care experience is offered through an arrangement with Hydrogen Health.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare professional in your plan's network. If you receive care from a doctor or healthcare professional not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

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