

NowClinic[®]



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Sick? Click!

Get care 24/7 with NowClinic

When you're not feeling so great but it's not an emergency, it can be tough to find time to see a doctor. Health Plan of Nevada and Sierra Health and Life members have a convenient option that fits busy lifestyles.

You can use NowClinic to connect with Southwest Medical and NowClinic providers via secure webcam, chat, phone or mobile app anytime, 24/7/365. The wait is typically less than 10 minutes*, and you can connect wherever it's convenient for you. You can even skip the short wait by asking the doctor to text you when he or she is ready.

NowClinic lets you talk just like you would in an exam room with providers who can diagnose, provide care recommendations and prescribe**, if appropriate, for simple care needs such as flu, sinusitis, insomnia and pink eye.

In most cases, it's the same co-pay as a walk-in clinic visit, so it's both less expensive and easier than a typical trip to your family doctor.

Health Plan of Nevada and Sierra Health and Life members can **enroll today**. Visit **NowClinic.com**, call **877-550-1515**, or **download the NowClinic mobile application for iOS[®] and AndroidSM devices** from the App StoreSM or Google PlayTM. Complete the short enrollment process, so a provider will be just a click away when you need one.

* Recent stats support, but not guaranteed. Never longer than 30 minutes.

** Prescriptions exclude controlled substances, appetite suppressants and lifestyle drugs.

NowClinic is not intended to address emergency or life-threatening medical conditions. Please call 911 or go to the emergency room under those circumstances.

NowClinic providers do not replace your primary care physician. NowClinic services are covered under your health plan; co-pays and deductibles may apply. No controlled substances may be prescribed. NowClinic providers reserve the right to refuse to prescribe drugs that are restricted by state law, or may be harmful or non-therapeutic. NowClinic providers reserve the right to deny care for potential misuse of services or if the medical problem presented is not appropriate for NowClinic care.

NowClinic®

My Account Enrollment Information

User name:

Password:

Enroll now at NowClinic.com

See a Southwest Medical or NowClinic health care provider online, by phone or mobile app. No appointment necessary.

1. Go to NowClinic.com, call **877-550-1515** or download the NowClinic mobile application for iOS® and Android™ devices.
2. Enroll by providing a little personal information. Make sure to enter your name as it appears on your insurance ID card.
3. Login or call with your unique username/password and select a provider.
4. Submit a request to connect and, while the Southwest Medical or NowClinic provider is being notified, hang out in the online waiting room or enter your cell phone number to receive a text when the provider is ready to meet--usually in less than 10 minutes*.
5. Consult with the Southwest Medical or NowClinic provider via secure video, audio chat or phone. Please note that Wi-Fi connections are preferred, as 3G and 4G connections may result in poor video quality.
6. Receive a self-care plan, diagnosis and/or prescription**.
7. When done, see the visit summary, cost of service and confirm credit card transaction. In 1-2 days, the Southwest Medical or NowClinic provider may contact you for follow up.

NowClinic may be able to help you with simple medical needs such as...

- ✓ Allergies
- ✓ Bladder infection, UTI
- ✓ Bronchitis
- ✓ Cough, cold
- ✓ Ear infection, swimmer's ear
- ✓ Eye infection, pink eye, sty
- ✓ Fever, chills, runny nose
- ✓ Headache
- ✓ Laryngitis
- ✓ Nausea
- ✓ Skin inflammation, rash, shingles, poison ivy, poison oak
- ✓ Sinusitis
- ✓ Sore throat
- ✓ Viral illness



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