



Visit a doctor anytime, anywhere with AultmanNow!

Online visits are now available 24 hours a day, seven days week.

AultmanNow is a faster, easier way to visit the doctor - online - using your smartphone, tablet or computer. Private and secure, you can use AultmanNow in the comfort of your own home. AultmanNow doctors are board certified and available 24/7, with no appointment needed. AultmanNow brings health care home, so that that you can feel better, faster.

When would I use AultmanNow?

- I should probably see a doctor, but can't fit it into my schedule.
- My doctor's office is closed.
- I feel too sick to drive.
- I have children at home and don't want to bring them with me.
- It's difficult for me to get a doctor's appointment.

What conditions are typically seen on AultmanNow?

- Allergies
- Bronchitis
- Cough/Cold
- Sinus Infection
- Migraine/Headache
- Sore Throat
- Urinary Tract Infection
- Vomiting/Diarrhea
- Respiratory Infection
- Fever/Flu
- Pink Eye
- Sprains and Strains

Who are the doctors?

The doctors are part of an online care group that Aultman has contracted with to provide non-urgent medical services. These physicians are board certified in the United States and have an average of 15 years of experience in primary care.

Who can use AultmanNow services?

Anyone can use this service.

How do I add my spouse?

Your spouse will need to create a separate account to enroll.

How do I add a child to my account?

Parents and guardians can add their children (under age 18) to their account and have doctor visits on their behalf. Enroll yourself first, and then add your child or dependent to your account.

What if I have a child over age 18 who is still on my health insurance?

Children over age 18 should enroll as an adult and create their own separate account.

When can I use AultmanNow?

Literally anytime. It is available 24 hours a day, seven days a week, 365 days a year.



Can I use AultmanNow when I'm traveling?

Yes, AultmanNow is great when you're on the road for vacation or work. It's also great for kids in college out of state. Online doctor visits are available in all 50 states.

What is the cost of an online visit?

Each online visit costs just \$59.

How do you pay for the visit?

You may use a credit card - MasterCard, Visa, Discover, American Express. You can also use your Health Savings Account credit/debit card.

Does my insurance cover the visit?

Please contact your insurance provider to confirm that your AultmanNow visit will be covered by your insurance plan and will track toward your deductible.

What kind of connection do I need to access this online visit?

You may use Wi-Fi, cellular or cable modem on your home computer.

How do I do an online doctor visit?

It is easy to sign up from your computer, laptop, iPad or on your mobile device. You will need a video camera on your computer or mobile smartphone, and an email address. Fill in your contact information and set up a username and password. (You will only

have to do this the first time you use AultmanNow.)
On your computer or laptop: Visit www.aultmannow.com to connect. Please note your computer must be equipped with video camera, microphone and audio capabilities for an online video visit.

On your mobile smartphone device: Download the AultmanNow app by searching for "Aultmannow." If you have an Apple device, go to the App Store. If you have an Android device, use the Google Play Store.

Once on the home page, enter your information, review the terms of use policy and telemedicine consent, and click "sign up." You will then select the provider you wish to see and start your visit. The doctor will give you a diagnosis, suggest follow-up and prescribe medication, if and when appropriate.

Can I test the technology prior to the visit?

Yes, you can test your computer using the "Test Computer" tab on the home screen. Follow the instructions on how to test your computer prior to the visit.

What if I need help?

If you need technical assistance, please call **the technical support line at 1-844-606-1603** or **email aultmannow@americanwell.com**.

