



POWERED BY TECHNOLOGY. DRIVEN TO CARE.

# Frequently Asked Questions

## ? **Who is UCM Digital Health, Inc.?**

UCM Digital Health, Inc. is a full service, 24/7 access to Board Certified Emergency Medicine Trained providers that can diagnose, treat or triage all your health care needs. Whether they be emergent, urgent or preventative in nature, we have you covered.

## ? **Why would I use UCM Digital Health, Inc. Services?**

The question really is, why wouldn't you? Our Board Certified providers work in the Emergency Room and Urgent Care setting and are trained to determine if your illness or injury is life threatening or treatable without stepping foot (and waiting) to speak to a physical medical provider and receive assurance, diagnosis and a treatment plan. Part of our delivery model includes calling you back to see if you are feeling better, not experiencing any side effects from a medication prescribed and/or that an appointment we help set up met your expectations and that you do not require any further questions or need medical attention from our providers.

## ? **What if my condition is Emergent but not life threatening; for example, I think I may have fractured or broken a bone?**

Our Emergency Medicine providers see all kinds of illness and injuries every day. When necessary, we can order x-rays, ultrasounds and lab work to rule out or confirm any suspected, more complex, diagnosis. If, in fact, you do have an issue that needs further "hands on" medical attention, one of our Care Coordinators will assist you in getting an appointment to see the appropriate medical provider to treat and resolve your medical issue. Skipping the ER or Urgent Care lines!

## ? **How much does a consultation cost me?**

A medical consultation with one of Emergency Medicine providers costs you \$0. Our services include anything provided under the UCM Digital Health virtual roof. Any "hands on" medical attention you may need like an x-ray, stitches or a prescription antibiotic is payable by your health insurance carrier or self-pay. Our providers will refer you, when medically appropriate, to the right level of care and even check to see if they participate in your health plan. Although we cannot guarantee we will find you a provider in your plan, we will make every effort to do so.



POWERED BY TECHNOLOGY. DRIVEN TO CARE.

## Frequently Asked Questions

### ? **How does my Primary Care Provider or Specialists know I have received care through UCM Digital Health?**

Every consult with one of our providers results in an Electronic Health Record that you can provide to your physical doctor. By accessing our services on the internet at [goseesam.com](http://goseesam.com) or by downloading our [Sam by UCM app](#) through your smartphone's app store (Android or iOS), you will have a secure portal where you can retrieve any of the medical consult records to share with others as needed.

### ? **Who is Sam?**

While you can always just call UCM Digital Health, Inc., at [844-484-7362](tel:844-484-7362); we highly encourage you to download our app [Sam by UCM](#) on your smart device or access us at our internet web portal. Our platform has the gold standard of clinically based information of all diagnoses and symptoms through our partnership with "Up To Date". This is the same knowledge base that medical providers use every day!

### ? **How do I communicate with the UCM Digital Health, Inc. provider?**

Through the digital access of our smart device app or on the web portal, you can choose how you want to interact with the provider. Most medical encounters can be handled just using audio but if you are injured or the provider wants to see a picture of, let's say a skin rash, Sam allows the patient and provider to toggle back and forth to video, picture and audio; all during the consult. If you haven't downloaded our app or don't have access to a tablet or personal computer, pick up the phone and just call us.

### ? **What about preventative care or medication needs?**

UCM Digital Health, Inc. can be utilized for age appropriate or chronic condition preventative screening orders, medication refills, and even COVID tests. We are not a replacement for your Primary Care Physician but when we can help you stay compliant with maintenance medications, or keeping your screening needs up to date without having to wait and pay a copayment for an office appointment to receive these orders, we are there for you!

## RECAP

***UCM Digital Health, Inc. provides 24/7 access to Emergency Medicine providers for all your medical concerns.***

SMART DEVICE APP: SAM BY UCM | WEB ACCESS: GOSEESAM.COM | PHONE NUMBER: 844-484-7362

1-844-4-VIP-DOC

[ucmdigitalhealth.com](http://ucmdigitalhealth.com)

