

FAQs



Really... it's THAT easy!

New to STAT DOCTORS? We've put together some of the most commonly asked questions about STAT DOCTORS and how to get the most out of this supplemental health and wellness benefit.

What is STAT DOCTORS?

STAT DOCTORS offers patients a virtual house call. With 24/7 access to leading board certified physicians trained in the specialty of emergency medicine, STAT DOCTORS puts an end to long, frustrating waits in emergency rooms and urgent care centers, reducing the cost of care, and providing care on-demand — at your convenience.

How does it work?

It's easy to get started. Simply register and complete your medical information. When you're ready to see one of our STAT DOCTORS, login to your account and with a few clicks, schedule an eVisit on demand.

A STAT DOCTORS physician will be paged and will review your medical information and the reason for your visit before contacting you at the phone number you designate. You may stay online and even use a webcam for your eVisit, or go about your day as usual and conduct the eVisit from your home, work or cellular phone.

When should I use the ER instead of STAT DOCTORS?

STAT DOCTORS treats non-urgent, non-life threatening conditions. If you are experiencing a life-threatening emergency or need medical attention right away, please dial 911.

What type of medical conditions does STAT DOCTORS treat?

STAT DOCTORS can treat many non-emergency illnesses. Here are some of the most common:

- Allergies
- Arthritic Pain
- Asthma
- Bronchitis
- Colds and Flu
- Diarrhea
- Infections
- Insect Bites
- Pharyngitis
- "Pink eye" or Conjunctivitis
- Rashes
- Respiratory Infections
- Sinusitis
- Skin Inflammations or Cellulitis
- Sore Throats
- Sprains & Strains (Minor Joint Trauma)
- Urinary Tract Infections
- Sports Injuries
- Vomiting



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Help, I am technology-challenged!

We designed STAT DOCTORS to be easy to use — and the system helps you along the way. You may request your eVisit using any Web-browser. Type in www.statdoctors.com and click on one of the Login buttons or “See a Doctor Now” on the home page.

Do I need to purchase or download any equipment for an eVisit?

All you need is access to the internet or web enabled device. However, if you would like to use your webcam so that the doctor may see you during the eVisit, you will need to download the free eVisit viewer software (link will be provided in the online Virtual Waiting Room).

What if I don't have a webcam?

A webcam is not required for an eVisit. If you don't have access to a webcam, you can still see the doctor. You can also send a picture related to the reason for your eVisit via email from your STAT DOCTORS account. You will have the option to attach a photo when you schedule your eVisit.

What if I have a slow internet connection?

Once you schedule your eVisit, an internet connection is not required, unless you want to either see your STAT DOCTOR or use your webcam so that your STAT DOCTOR may see you online.

Why should I register now, before I need to see a doctor?

We strongly recommend that you complete your registration now — a simple and easy process, so that when you need care, you can schedule your eVisit with just a few clicks. Completing your medical information in advance of your eVisit enables you to take the time you need to ensure your medical history is both complete and accurate — so that we can provide you the highest quality care!

How do I enroll with STAT DOCTORS?

You are automatically enrolled in this supplemental health and wellness benefit and will receive a pre-assigned login in your welcome packet/ STAT Start-Up Toolkit.

How much does this service cost?

Your employer is making the STAT DOCTORS service available to you at a substantial savings as compared to an Emergency Room or Urgent Care Center visits. Refer to your Benefits Overview for the cost to you.

Who do I contact if I have any questions about my STAT DOCTORS benefit?

Please contact your company's benefits representative.

