

# Provider Update

*This update contains pertinent information about changes that will impact the Johns Hopkins HealthCare provider network.*

## Johns Hopkins OnDemand Virtual Care Now Available for USFHP Members

**Effective Date:** June 1, 2021

**Health Plans Affected:** Johns Hopkins US Family Health Plan (USFHP)

**Type of Change:** New Service

### Explanation of Change:

Johns Hopkins HealthCare is pleased to offer USFHP members a new option for accessing care after normal business hours via telemedicine. The new service is called Johns Hopkins OnDemand Virtual Care (powered by Teladoc).

The service will be available to USFHP members starting June 1, 2021.

- The Johns Hopkins OnDemand is an online telemedicine platform for both adult and pediatric patients. OnDemand is available through the mobile app, computer or tablet at [ondemand.hopkinsmedicine.org](https://ondemand.hopkinsmedicine.org).
- Providers can diagnose and prescribe medications for common care concerns such as colds and flu, ear infections, sinus and respiratory problems, and more.
- The service is not for emergency medical matters. If a patient is experiencing a medical emergency, they should call 911 or go to the nearest emergency room.

Members do not need an appointment to use this service. Right now, the service is only available to USFHP members on weekdays between 6 p.m. and 8 a.m. and 24/7 on weekends. During normal office hours, USFHP members should connect with their PCP.

### OnDemand Virtual Care Process

- The health care provider will join via secure video or phone connection and assess the member's symptoms, make a diagnosis, recommend next steps and answer any questions the member may have.
- If medications are necessary, the provider will electronically send prescriptions to the member's Walgreens pharmacy of choice.
- Telemedicine providers will refer members back to their Primary Care Provider (PCP) for follow up care.

*Please contact the JHHC Provider Relations department at 888-895-4998 with any questions or concerns.*