

TIMELYMD FAQ SHEET

Who is TimelyMD?

TimelyMD is a convenient and cost-effective way for individuals to receive healthcare and counseling for common conditions that can be safely and accurately diagnosed and treated online. TimelyMD allows you to access a doctor or counselor from your residence hall, home, or anywhere 24/7/365 via a short phone visit or secure video visit.

What conditions can be treated by TimelyMD?

Licensed providers are trained to treat a wide range of conditions. The most common include: colds, sinus infections, Influenza, bladder infections, pink eye, and yeast infections. Other medical conditions treated by TimelyMD include: canker or cold sores, styes, swimmers ear, burns, lower back pain, insect bites, Pertussis, quitting tobacco, allergies/hay fever, exposure to sexually transmitted diseases, acne, athlete's foot, Chickenpox, eczema or dermatitis, ingrown toenail, jock itch, ringworm, shingles, tinea, constipation and/or diarrhea (IBS), heartburn or acid reflux, malaria prevention, motion sickness prevention, and more.

Who makes the diagnosis?

A licensed, board-certified TimelyMD provider physician (MD), nurse practitioner (NP), or physician assistant (PA) will review and discuss your symptoms, make a diagnosis, and develop your treatment plan.

Can I get a prescription?

TimelyMD providers are licensed and able to prescribe certain medications as part of your care plan, if clinically appropriate. Examples of medications prescribed by TimelyMD providers include antibiotics, inhalers, eyedrops, and antihistamines, as well as other therapeutic medications. TimelyMD providers can also refill short-term supplies of maintenance medications in the event of a patient's transition to a new doctor or inability to get in touch with their primary care doctor due to limited hours or appointments.

TimelyMD does believe in safe prescribing of medications and the need for a patient to have a relationship with their primary care doctor. As such, TimelyMD providers do not supply long-term medications for chronic illness and encourage patients to see their primary care doctor at least once a year. TimelyMD providers do not provide prescriptions for controlled substances, lifestyle medications, hormone replacement therapies, or other potentially dangerous or addictive drugs.

How do I get a prescription filled?

TimelyMD is not an online pharmacy, and they cannot fill prescriptions. If a prescription medication is part of your treatment plan, it will be sent to the pharmacy of your choice. You are responsible for the cost of any prescriptions, over-the-counter treatments, or follow-up visits you may need related to prescriptions. TimelyMD counselors cannot write prescriptions.

How does online counseling work?

After logging in, you will be asked if you would like a medical visit or counseling visit. Select 'talk with a counselor,' answer a few simple questions and then one of the counselors will call you. Counselors are available 24 hours a day and the goal is to respond with you within the hour — many times much sooner. TimelyMD counselors can treat: men's issues, women's issues, stress and anxiety, addictions, depression, eating disorders, grief and loss, trauma and PTSD, panic disorders, and much more.

Is there a limit on counseling appointments?

Students may schedule up to six counseling appointments a semester. There is no limit on crisis counseling.