



What is Saint Luke's 24/7?

Saint Luke's 24/7, powered by MDLIVE, is a new mobile app that connects you to a provider anytime, anywhere by phone, mobile device, or web. Saint Luke's 24/7 brings virtual health care right to your fingertips, and gives you round-the-clock access to providers who can diagnose, recommend treatment, and prescribe medication in real time.

Using the app, a virtual visit experience will be similar to a Skype or FaceTime video chat, allowing the provider to see and talk to the patient, ask questions in real time, and discuss treatment options. The Saint Luke's and MDLIVE provider network consists of board certified family medicine, internal medicine, emergency medicine, and pediatrics practitioners. This new telehealth service is available to benefits eligible employees and their families regardless of plan coverage.

What are common conditions that can be treated using Saint Luke's 24/7?

The providers are trained to treat a wide range of conditions for adults and children as young as 18 months. Most common conditions seen for treatment are:

- Acne
- Allergies
- Asthma
- Bronchitis
- Cold and flu
- Constipation
- Diarrhea and nausea
- Ear infections
- Fever, headache, sore throat
- Infections
- Insect bites
- Joint aches
- Pink eye
- Rashes
- Respiratory infections
- Urinary tract infections

How do I sign up for Saint Luke's 24/7 and activate my account?

You can easily sign up and activate your account by following the simple steps outlined in the [St. Luke's 24/7 REGISTRATION GUIDE \(click HERE\)](#).

How do I register my dependents?

Each of your dependents should have their own profile under your registered account. To create their profiles, click the My Account button, and then select the Family tab. You will need to register some basic information about each dependent and will need to confirm the registration using the email address you provide for that person. By making sure each family member is seen under their profile, you can ensure their treatment, prescriptions, and records are appropriately stored under their name.

Eligibility: This benefit is available to all benefits-eligible employees (employees that work an average of 30 hours/week) and their dependents up to age 26 regardless of medical plan coverage.

For questions concerning your benefits eligibility, contact:

For questions concerning your 24/7 app technical issues, contact:

PLAN RATE	
Employee	\$0.00
Employee + Spouse	\$0.00
Employee + Children	\$0.00
Family	\$0.00
Retiree (if on a district medical plan)	\$0.00



Telemedicine Resources (hyperlinks)