

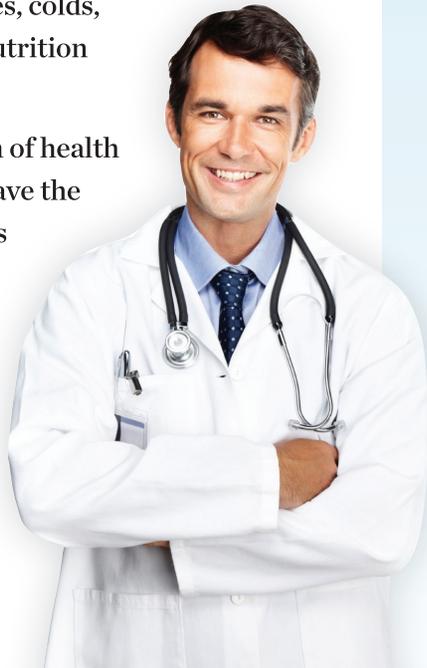
## *ODS eDoc offers the tools and information you need to get well sooner and live well longer.*

Included as a part of ODS Well™, a standard feature in every ODS medical plan, ODS eDoc gives you unlimited access to vital health resources around the clock.

When a worrisome but non-critical medical issue arises, you can email a health professional or call a nurse at any time, day or night. If the issue doesn't require further attention, ODS eDoc will prevent an unnecessary and inconvenient trip to a provider's office.

You'll also receive weekly ODS eDoc health tips via email on topics such as seasonal allergies, colds, the flu, exercise, nutrition and more.

Armed with a team of health experts, you will have the tools and resources you'll need to better manage your health.



### **Ask a physician\***

Contact a board-certified physician via email to get advice, treatment alternatives and medical information. Get answers to questions about medical concerns and a recommended course of action, including home care for minor injuries and illnesses.



### **Ask a psychologist**

Get online help via email from a licensed psychologist during times of stress or emotional difficulty. ODS eDoc's online psychologists can provide links to further resources and help you decide when you need to see a doctor or mental health professional.



### **Ask a pharmacist**

Learn more about your prescriptions from an experienced pharmacist. Email questions about medications or symptoms, and get more information about the benefits of specific drugs, side effects and alternative treatments.



### **Ask a dentist**

Email a dentist for professional advice and learn more about cosmetic dentistry, oral health issues, common dental procedures and preventive dentistry.



### **Ask a dietitian**

Reach your dietary goals with the support of a nutrition expert. Get email answers to your questions about diet and weight loss, vitamins and minerals, chronic disease and foods for optimum health.



### **Ask a fitness expert**

Get tips and help with your exercise program. Email questions to a doctor with a specialty in sports medicine. Design your physical fitness routine to get the maximum health benefits. Find out what you need to know about exercise and weight loss, fitness for kids, starting an exercise program, preventing sports-related injuries and more.

### **Nurse Advice Line\***

Call the 24-hour Registered Nurse Advice Line for help with medical issues ranging from home-care remedies to recommended emergency care. To access the advice line, call **866-321-7580**.

## **Advice on the go with ODS eDocVoice**

When you're away from a computer but have a pressing medical question, you can still access the help of your ODS eDoc team by using ODS eDocVoice.

With ODS eDocVoice, you simply call a toll-free number, ask a question and wait for a return call with a personalized answer (guaranteed within 24 hours, with most responses arriving in just two to three hours).

As with other ODS eDoc services, usage is free and unlimited.

**ODS eDoc Voice:  
855-429-3362**



### What members are saying\*

*"I think your service is wonderful and feel confident when I use it that I am getting an individual reply to my questions, not canned answers. You are appreciated."*

*"I think this is one of the best benefits that we have as employees."*

*"I spoke with Nurse Evelyn on Thursday regarding a concern I had. I'm glad to know I can avoid unnecessary office visits by having access to a nurse when I need it."*

Note: ODS eDoc may not be included in all benefit plans.  
\*Names have been withheld to protect members' privacy.



### Contacting a health professional is easy



- To access ODS eDoc, you'll need to log in to your myODS account at [www.odskompanies.com](http://www.odskompanies.com).
- If you don't already have a myODS account, creating an account is easy. With your ODS member ID card handy, follow instructions to enter your registration information.
- Once you're logged in, click on the **myHealth** tab, and then click on the ODS eDoc icon.
- From there, you'll log in to ODS eDoc and create a brief medical profile.
- You can then choose to email your question to a physician, psychologist, dentist, pharmacist, dietitian or fitness expert.

Please note: ODS eDoc is a convenient and confidential way to deal with common, nonurgent health situations that may arise. ODS eDoc should not be used in an emergency or in place of a primary care physician or dental provider.



[www.odskompanies.com](http://www.odskompanies.com)

For more information, contact  
ODS Healthcare Services at 503-948-5561,  
or toll-free at 800-592-8283.  
TTY users, please dial 711.

Insurance products in Oregon provided by Oregon Health Plan, Inc.  
Health plans in Washington provided by Oregon Health Plan, Inc.

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**expert** | **free** | **easy**



*With ODS eDoc, personal help from health professionals is just a mouse click or a phone call away.*