



YourMD Telehealth
UNITED MEDICAL GROUP, PLLC

NEW PATIENT ORIENTATION

Welcome to Your Care

Everything you need to know about your YourMD
Telehealth experience — before, during, and after your
first visit.



United Medical Group, PLLC

NPI: 1295393601 · EIN: 82-3491997

9205 W. Russell Rd, Bldg 3, Ste 240

Las Vegas, NV 89148

telehealth.yourmd.online

(702) 430-7801

FROM YOUR PHYSICIAN

A Personal Welcome



Teja V. Surapaneni, MD, MS, ABIM

Board-Certified Internal Medicine · American Board of Internal Medicine, 2016
Medical Director, United Medical Group, PLLC · NPI: 1275875130

Welcome to YourMD Telehealth. I am glad you chose us for your care.

At United Medical Group, we believe that board-certified physician care should be accessible to every person — regardless of where you live, whether you have insurance, or how busy your schedule is. That is why we built this platform: to bring real medical expertise to your phone or computer, on your schedule, at a cost you can actually afford.

Every consultation at YourMD Telehealth is conducted by me personally or by a licensed physician I supervise directly. There are no nurse practitioners acting as physicians here, no offshore call centers, and no algorithms making clinical decisions. Your care is physician-led from start to finish.

This welcome packet will help you prepare for your first visit, understand how our platform works, and get the most out of your care. Please read through it before your first consultation — it will make our time together more productive and ensure we can focus on what matters most: your health.

Questions before your first visit? Log in to your patient portal at telehealth.yourmd.online or call (702) 430-7801. We are here to help.

\$20

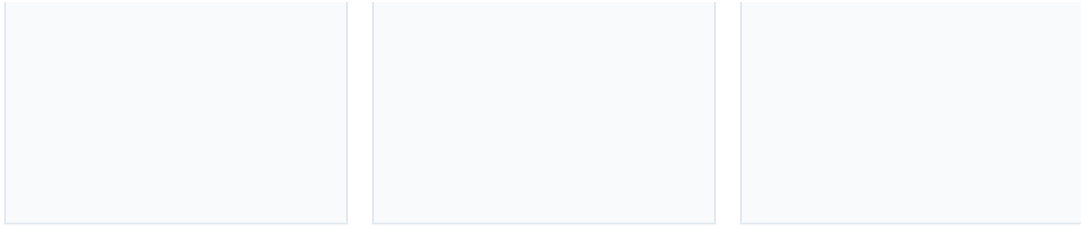
Chat consultation
starting price

4

Licensed states
NV · WA · OR · WI

0

Insurance required
100% self-pay



This document is for orientation purposes only and does not constitute medical advice. For clinical questions, please consult your YourMD Telehealth physician.

YourMD Telehealth



YOUR CARE EXPERIENCE

How YourMD Telehealth Works

01

Choose Your Visit Type

Select the type of care you need — general visit, weight loss, men's health, hair loss, dermatology, or longevity. Then choose video (\$50), audio (\$40), or chat (\$20).

02

Complete Your Intake

Answer clinical screening questions about your health history, current medications, and allergies. This takes 5-10 minutes and helps your physician prepare for your visit.

03

Meet Your Physician

Connect with your board-certified physician by secure video, audio, or encrypted chat. Your session is private, encrypted end-to-end, and never recorded.

04

Receive Your Care Plan

Your physician reviews your case, answers your questions, and — when clinically appropriate — sends your prescription directly to your pharmacy or delivers it to your door.



How Prescriptions Work

If your physician determines a prescription is appropriate, it is sent electronically. Depending on the medication, it may be:

Manufacturer Direct

Retail Pharmacy

GLP-1 medications (Wegovy, Zepbound, Foundayo, Ozempic) are sent directly to the manufacturer's pharmacy — NovoCare or LillyDirect. They will contact you by text and email to set up your account. Medication ships free to your door.

Standard medications (finasteride, sildenafil, tadalafil, metformin) are sent to your preferred retail pharmacy — CVS, Walgreens, Walmart, or your local pharmacy. Bring your insurance card or use a GoodRx coupon.

Important: YourMD does not prescribe controlled substances of any kind — no opioids, benzodiazepines, stimulants, testosterone, or any Schedule I-V medication. If you need these medications, please see an in-person physician.

Where Are We Licensed?

Nevada (NV)

Washington (WA)

Oregon (OR)

Wisconsin (WI)

You must be physically present in one of these states at the time of each consultation.

All clinical decisions are made by a licensed physician. Prescriptions are issued only when clinically appropriate. Individual results vary.

YourMD Telehealth



VISIT PREPARATION

Before Your First Visit

The more prepared you are, the more your physician can accomplish in your consultation time. Please review this checklist before joining.



Information to Have Ready

- Full list of current medications (prescription, OTC, supplements, vitamins)
- Known drug allergies and type of reaction
- Relevant medical history (diagnoses, surgeries, hospitalizations)
- Your primary care physician's name (if applicable)
- Most recent lab results (if relevant to your visit)
- Your preferred pharmacy name and address
- Your insurance card (BIN, PCN, Group, Member ID) — optional but helpful for pharmacy routing
- Your chief complaint or reason for the visit — write it out in 2-3 sentences



Technical Setup

- Stable internet connection (Wi-Fi preferred for video)
- Quiet, private location where you can speak freely
- Camera and microphone working (test in advance for video visits)
- Good lighting — face a window or lamp for video visits
- Fully charged device or plugged in

- Latest browser (Chrome, Safari, Firefox, or Edge)

For Video Visits Specifically

Your physician may ask you to perform simple assessments during the visit — showing a skin condition, demonstrating range of motion, or allowing the camera to observe your face for clinical clues. Being in a well-lit, private room makes this significantly more useful.

Wear comfortable clothing you can easily adjust if needed for skin-related concerns.



Privacy During Your Visit

Your telehealth sessions are private and encrypted. Here are a few steps you can take to protect your own privacy during the visit:

- Use a private room — not a shared office, waiting room, or public space
- Use headphones if others are nearby
- Do not allow others to view your screen unless you have given guardian consent through the platform
- Do not record the session — this is prohibited by our terms and may violate state law

Sessions are encrypted end-to-end. Video and audio are never recorded or stored by YourMD. Chat transcripts are saved to your clinical record as part of your SOAP note.

YourMD Telehealth

PATIENT RIGHTS

Your Rights as a YourMD Patient

As a patient of United Medical Group, PLLC, you have the following rights under HIPAA and applicable state law:

Access Your Records

Request a copy of your health records at any time through your patient portal or by emailing privacy@yourmd.online. We provide access within 30 days.

Amend Your Records

If you believe information in your record is inaccurate or incomplete, you may request a correction.

Request Restrictions

You may request restrictions on how we use or share your health information.

Your Patient Portal

Access your patient portal at telehealth.yourmd.online to:

Accounting of Disclosures

You may request a list of instances where your health information was shared outside of treatment, payment, and operations.

Confidential Communications

You may request that we communicate with you at a specific address or in a specific way.

Copy of Privacy Notice

You may request a copy of our Notice of Privacy Practices at any time from privacy@yourmd.online.

[View past consultations](#)

[Review SOAP notes](#)

[Check prescription status](#)

[Manage subscriptions](#)

[Message your physician](#)

[Download records](#)

[Update medications/allergies](#)

[Manage billing](#)



Contact Information

PATIENT PORTAL

telehealth.yourmd.online

Secure — 24/7 access

PHONE

(702) 430-7801

Mon–Fri, 9 AM–5 PM PT

PRIVACY OFFICER

privacy@yourmd.online

HIPAA rights & complaints

SUPPORT

support@yourmd.online

General questions

Medical Emergency: Call 911 immediately. Do not use the patient portal, chat, or any YourMD tool for medical emergencies. YourMD Telehealth is not an emergency service.