

What to **Expect** at YourMD Telehealth

United Medical Group, PLLC

telehealth.yourmd.online

(702) 430-7801

NV · WA · OR · WI

Board-certified physician care · Video (\$50) · Audio (\$40) · Chat (\$20) · No insurance required · No controlled substances

1 Before Your Visit

- Complete your online intake form (5-10 min)
- Have your medication list ready
- Confirm you're in a licensed state (NV, WA, OR, WI)
- Test camera & mic for video visits
- Find a private, quiet location
- Have your preferred pharmacy info ready
- Review consent screens — 5 required

2 During Your Visit

- Your physician reviews your intake
- Physician asks follow-up questions
- Discuss your symptoms and goals
- Session is end-to-end encrypted — never recorded
- Chat transcript saved to your clinical record
- Physician completes SOAP note during visit
- Prescription sent if clinically appropriate

3 After Your Visit

- SOAP note available in patient portal
- GLP-1 Rx: NovoCare/LillyDirect contacts you by text + email
- Retail Rx: sent to your preferred pharmacy
- Check medication-resources page for savings links
- Follow up via patient portal if needed
- Report any adverse reactions immediately
- Schedule follow-up as recommended

Q Do you accept insurance?

No. YourMD is 100% self-pay. Video visits start at \$50, audio \$40, chat \$20. Your insurance card can still be used at the retail pharmacy for your prescription.

Q Do you prescribe controlled substances?

No. YourMD does not prescribe opioids, benzodiazepines, stimulants, testosterone, or any Schedule I-V controlled substance under any circumstances.

Q Can I invite a family member to my visit?

Yes. Your physician can generate a 30-minute single-use guest link. You must approve the guest in real time before they can join. Maximum 3 participants.

Q Is my session private and secure?

Yes. Video and audio travel directly between devices using end-to-end encrypted media (DTLS-SRTP). Sessions are never recorded. Your data is HIPAA-protected.

Q What happens if I'm not prescribed medication?

The consultation fee is charged once your physician reviews your case, regardless of prescribing decision. A physician may decline to prescribe based on clinical judgment.

Q How do I cancel my subscription?

Cancel any time through your patient portal dashboard. Cancellation stops future billing. Prior charges are non-refundable per our no-refund policy.

Medical Emergency? Call 911 immediately.



YourMD Telehealth is not an emergency service. If you are experiencing chest pain, difficulty breathing, stroke symptoms, suicidal ideation, or any other emergency — call 911 or go to your nearest emergency room. For mental health crisis: call or text **988**. Poison Control: **1-800-222-1222**.



PATIENT PORTAL

telehealth.yourmd.
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PHONE

(702) 430-7801



PRIVACY

privacy@yourmd.
online



SUPPORT

support@yourmd.
online