

Like you, Local 4 Business Manager Louis G. Rasetta doesn't want to miss work for a doctor's appointment. This past fall, in the midst of his busy schedule, Lou came down with a nasty cold that wouldn't seem to go away. Unable to break away for a doctor's visit, and tired of not feeling well, Lou turned to telehealth. Within a few minutes, Lou was connected face-to-face via his smartphone to a physician who performed a routine examination, collected vital information on Lou's medical history, and was able to diagnose that Lou had a bacterial infection that would require antibiotics. Within minutes, the physician had completed his exam, diagnosed the problem, and called in a prescription for antibiotics to Lou's chosen pharmacy. Just like that, Lou was on his way to feeling better, without ever leaving his office and without missing any of his commitments to his members.

Recently, Local 4 Funds Administrator Gina M. Alongi boarded an airplane feeling fine. Unfortunately, by the time she got off the plane, her ear was so clogged that she could hardly hear out of it. Weeks later, after trying over-the-counter medications, the ear was still clogged. Not wanting to deal with the inconvenience of running to the doctor's office (and coming in contact with sick patients), Gina decided to try telehealth from the comfort and convenience of her office. Gina downloaded the American Well app on her smartphone and was connected with a physician who examined her, took inventory of her symptoms and her medical history, and was able to prescribe medication for pickup at Gina's pharmacy. Although Gina was told that she'd need an in-person examination if the symptoms persisted, the medication helped her to feel better and to continue her hectic schedule without more than a 15-minute interruption.

Like many parents of young children, Local 4 Funds Assistant Administrator Greg Geiman is no stranger to middle-of-the-night emergency room visits. One recent Friday late night, when his eight-year-old daughter woke up with her eye swollen shut, Greg knew the usual options: take her to the ER, or wait until the morning and go to a busy urgent care facility. This time, however, there was a new third option: telehealth. Greg downloaded the American Well app on his iPad and was soon sitting next to his daughter in their living room, speaking to a pediatrician. The pediatrician carefully reviewed Greg's daughter's medical history, which included an allergy to penicillin. The pediatrician asked Greg's daughter to place her eye up to the camera of the iPad, and after a brief examination the pediatrician prescribed safe medication and recommended how Greg could make his daughter more comfortable. By the next morning, after a good night's sleep, Greg's daughter was back to her usual happy self – with two good eyes – without ever leaving the house.

We at Local 4 wish you nothing but the best of health. But for those times when you or your family need the help of a physician, we invite you to try American Well telehealth for yourself. Visit www.bluecrossma.com/telehealth to learn more or for a link to download the app onto your mobile device. First-time users must enter Service Key: BCBSMA when registering to make sure they receive coverage; the Plan's co-pay for office and American Well Telehealth visits is \$10.00. Download the app and register today so it will be ready when you need it most.