



# Welcome to the ConsumerMedical Portal

The ConsumerMedical portal connects you 24/7 to your Ally Team. The Ally team is made up of doctors, nurses, and others with the expertise to help you and your family navigate healthcare with confidence.

## Step 1 – Learn About Your Benefit

**SERVICES Tab:** We recommend learning more about all the things your Ally team can help you with. On the toolbar at the top of the page, click the Services tab to see a list of the services available to you.

## Step 2 – Get Help with Any Medical Condition

**GET STARTED Button:** If you would like help with a medical condition, click anywhere you see this button:

GET STARTED

Use the online request form to tell us what medical condition you would like help with.

## Step 3 – Access Your Health Information

**MY REQUESTS Tab:** Locate the topics you requested by clicking on the **My Requests** tab. Depending on the nature of your request, a Nurse Ally may contact you to follow up. We're also always here to help, so call or message us whenever you have questions or need more information!

## THIS IS YOUR HOW-TO GUIDE

This guide will introduce you to the key features of our portal and how to use these to get the most out of your experience with ConsumerMedical.

### Have questions?

We offer 3 easy ways to contact your Ally Team:

1. Click **Chat with an Ally** at the bottom of your screen to start a live chat.
2. Click **Messages** to send a secure message at any time.
3. Call us toll-free at  
**1-888-361-3944.**

### Business hours for phone and live chat:

Monday – Friday, 8:30 a.m.  
to 11:00 p.m. Eastern

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## Healthy Living Topics

**HEALTHY LIVING TOPICS Tab:** Manage everyday decisions to keep you and your family healthy. You'll find everything from common health topics like nutrition, to understanding recommendations for routine screening tests.

## Feedback Surveys

You may be asked to provide feedback on the phone or electronically. Electronic surveys are completed by clicking on the orange survey button when it appears on the 'My request' page.

Your feedback is very important to us. We appreciate the time you take to let us know if the service was helpful to you and how we can better help others in the future.

## How Your Ally Team Can Help

For more than 20 years, ConsumerMedical has been helping people just like you get the best healthcare. We help with the 5 important steps below – we call these The **5 Drivers of QUALITY CARE™**.



✓ **1. Make sure your diagnosis is correct.**

Getting the right diagnosis from a doctor is critical. Without it, you might not receive the treatment you need.



✓ **2. See the right doctor.**

Seeing a high-quality doctor who has the right training and experience for your condition will help you get the right care.



✓ **3. Know all your treatment options.**

Chances are, you have a choice of treatments, and each option may have different risks and benefits.



✓ **4. Choose the right hospital for surgery or treatment.**

Find a hospital where a lot of patients get the surgery or treatment you need, because you will likely have better results.



✓ **5. Don't overlook the importance of support.**

Having a serious medical condition or going through surgery can be stressful on you and your family. The right emotional support and people to help with day-to-day responsibilities make a big difference.

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