

Partners HealthCare On Demand

Convenient, high-quality urgent care 24/7 right from your tablet, smart phone, or computer



AllWays Health Partners offers you exclusive access to Partners HealthCare On Demand for convenient, high-quality urgent care any time, anywhere in the U.S. right from your tablet, smart phone, or computer. And it's staffed by leading Partners HealthCare providers, including providers from Massachusetts General Hospital and Partners Community Physicians Organization.*

Virtually stress free

Partners On Demand is available to members age two and older to get care for issues like:

- Urinary symptoms
- Upper respiratory infections/flu/cough/cold/sore throat
- Sinus symptoms
- Earaches
- Eye irritation/conjunctivitis
- Allergies
- Rashes
- Other minor health conditions

The provider you see during your interactive video visit can diagnose, offer treatment, and even send a prescription to an in-network pharmacy, if necessary. With no travel and no referrals, Partners On Demand makes it easy to get high-quality urgent care 24/7 right from the comfort of your home, office, or anywhere.

How does it work?

Access the secure Partners On Demand website or app via allwaysmember.org. For your first visit, you'll need to create an account with your member ID number. Registration is quick and 100% secure. Once you're registered, you'll be able to see the next available provider.



Partners HealthCare On Demand is just one of the convenient tools available to members on allwaysmember.org. Log in today to set up your Partners On Demand account, manage your plan, get a personal health report on CaféWell, and more.

Partners HealthCare On Demand is NOT for medical emergencies. For medical emergencies, call 911.

**Partners HealthCare On Demand offers AllWays Health Partners members urgent care services anytime, anywhere in the U.S. through a secure, interactive video visit with Partners HealthCare providers. Teladoc Physicians, P.A., board-certified physicians, will deliver services to patients located outside of Massachusetts and also serve as a backup practice in Massachusetts if Partners HealthCare providers are unavailable.*