

COVID-19



Remote telehealth services may provide the healthcare access you need in a convenient and safe environment.

Limited time access: Global TeleMD™ now available to members covered through Blue Cross Blue Shield Global Traveler

Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus is called COVID-19.

According to the World Health Organization (WHO), common symptoms of COVID-19 include:

- Fever, tiredness and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea.
- These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell.
- People with fever, cough and difficulty breathing should seek medical attention.

To avoid the spread of infection, the WHO recommends:

- Regular and thorough hand washing
- Covering mouth and nose when coughing and sneezing
- Refraining from touching eyes, nose and mouth
- Avoiding close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing



For more information on COVID-19 please follow the below links:

[World Health Organization](#)
[Centers for Disease Control and Prevention](#)

The Global TeleMD app provides remote access to licensed doctors by telephone or video without needing to leave your home or office.

TELEMEDICINE SUPPORT IS AVAILABLE TO YOU AND YOUR COVERED DEPENDENTS NOW THROUGH 5/31/2020



A safe and convenient option for accessing healthcare services is our telemedicine service, **Global TeleMD**, which you can download for free to your mobile device from the Apple App Store or Google Play. Once you download the app, you'll need to create a profile, which is quick and easy. Please have your member ID or Certificate Number available when creating your profile.

The Global TeleMD app provides remote access to licensed international doctors by telephone or video without needing to leave your location. All Global TeleMD doctors in the region are briefed on the World Health Organization's recommendations and are prepared to render remote consultations with patients who are in and outside the region. Remote consultations via Global TeleMD are free and can be used as many times as you need through May 31, 2020.



Let's Get Started

- 1 Download the Global TeleMD app to your phone
- 2 Create a profile by entering your personal detail
- 3 Use **COVID19MD** when prompted to enter your member/certificate number
- 4 Create password
- 5 Log in
- 6 You're good to go!



If you have any questions or concerns about your coverage and benefits, we're available 24/7/365; just call +1-610-254-5830 if outside the U.S. or 1-888-412-6403 toll-free within the U.S.