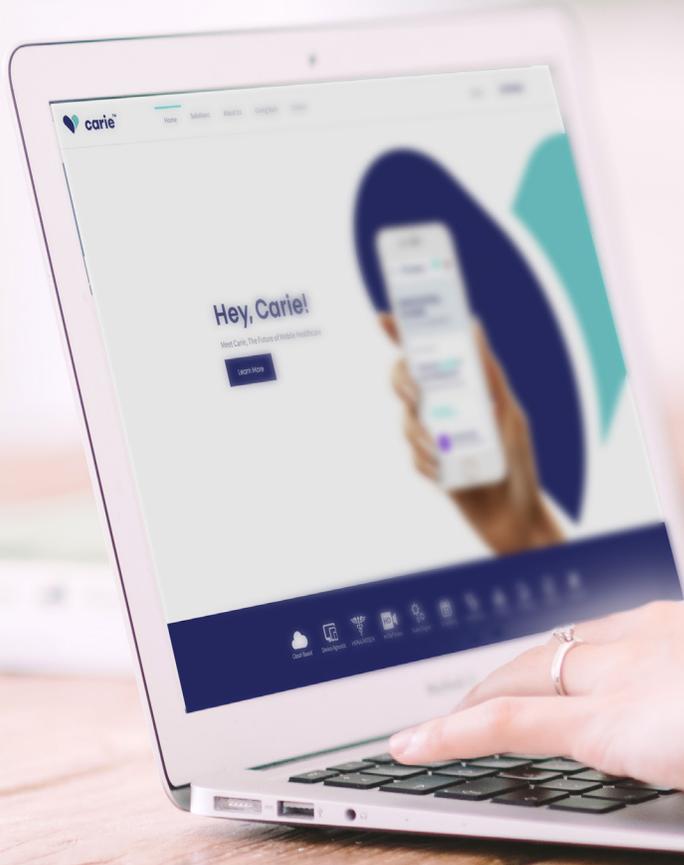




carie™

FREQUENTLY ASKED QUESTIONS



Patient Memberships

Q1. How much does it cost?

A1. \$29 for an individual and \$49 for a family (up to 5 family members)

Q2. Can I use it for my family?

A2. Yes, if you purchase the family plan you can enroll up to 5 family members.

Q3. Can I call Carie outside of the United States?

A3. Carie visits are unavailable outside of the United States.

Q4. Is there an age limit to using the service?

A4. No, doctor visits are available to all Carie members.

Q5. How does Carie work?

A5. You join, see a doctor, and get a prescription, if needed. It's that simple.

Q6. How do I log into my account?

A6. You will visit www.carie.com and click "login" on your upper right hand corner.

Q7. What credit cards do you accept?

A7. We accept all major credit cards.

Q8. How many appointments can I make in a month?

A8. There is currently no designated limit at this time.

Q9. What countries do you operate in?

A9. We operate in the US only for now.

Q10. Where was your company launched?

A10. Carie was founded in Miami, Florida at the University of Miami; Life Science and Technology Park, the 2nd largest medical district in the United States.

Q11. Is there bilingual assistance provided when I contact Carie for the visit?

A11. Carie currently provides support in English and Spanish.

Q12. What operating system/mobile is compatible when using Carie?

A12. Our most common devices are tablets, iPads, personal computers and smartphones.

Medical



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FREQUENTLY ASKED QUESTIONS

Q1. What are some of the common conditions Carie treats?

A1. Common conditions include sinus problems, respiratory infection, allergies, urinary tract infection, cold and flu symptoms and many other non-emergency illnesses.

Q2. Can Carie handle my emergency situations?

A2. Carie is designed to handle non-emergent medical problems. You should NOT use our service if you are experiencing a medical emergency.

Q3. Can I request a particular doctor?

A3. You cannot request a particular doctor. All Carie doctors are board-certified, state licensed and go through rigorous training and credentialing.

Q4. Can I get a prescription?

A4. Carie does not guarantee prescriptions. The doctor has the responsibility to recommend the best treatment. Carie doctors do not issue prescriptions for substances controlled by the DEA, non-therapeutic, and/or other drugs which may be harmful because of their potential for abuse. Also, non-therapeutic drugs such as Viagra and Cialis are not prescribed by Carie doctors.

Q5. Do I talk to “real doctors”?

A5. Yes. Carie members only talk to doctors who are U.S. board-certified and state-licensed family doctors who are licensed to practice medicine in the U.S., and are living in the U.S. When you request a consultation, Carie will connect you with a doctor licensed in your state.

Q6. How are prescriptions sent to the pharmacy?

A6. Carie does not dispense prescription drugs.

If the doctor prescribes medication, it is submitted electronically or by phone to the local pharmacy of your choice.

Q7. Is my electronic health record kept private?

A7. Health records are kept entirely private and we employ robust encryption methods to protect your personal information. You determine who can see the information in your record.

Q8. Can I be turned down for a pre-existing condition?

A8. We do not turn patients away because of pre-existing conditions.

Q9. If I am given a prescription as a result of my consultation, how will I be notified?

A9. The doctor will let you know what prescription is recommended. Your consultation will also be outlined and emailed to you for your convenience.

Q10. Why do I have to fill out intake questions?

A10. In order to confirm our doctors have the best information possible to assist members, we do require a short intake with specific questions about their medical issue.

Q11. Is there a time limit on how long I can speak with a doctor?

A11. The length of visit will be determined by the doctor providing treatment.

Q12. Are there any additional fees to see a doctor?

A12. There are no additional consultation fees to see a doctor using Carie.

Q13. Are there a maximum number of days a prescription can be issued?

A13. As needed, the physician will determine the appropriate medication and duration for your prescription.

Q14. If the provider prescribes medications for my issue, can I pick it up the same day?

A14. Yes. Prescriptions are typically sent electronically and can be picked up the same day. Please check with your pharmacy first to ensure they have the prescription ready for pick up.

Q15. How do I get a copy of my electronic medical records from the visit?

A15. The patient will have access to their member portal where they can download/print their medical records.

Q16. Do I get a follow-up patient call?

A16. The next day all patients are contacted with a Quality Assurance call. During this call, a series of “Yes, or No” questions are asked, with the last question being “Is there anything we could have done to make your experience better?”

Q17. What information do I need to provide to see a physician online?

A17. To ensure that the patient will receive the most informed care possible, you must fill out the personal health information.

Q18. Can a person see a doctor if they have more than one medical condition? For example, patient has a cough and a rash?

A18. Yes, a patient can be treated for multiple common ailments in one consultation. In rare occasions, if the physician deems the patient’s chief complaints are of a more serious underlying issue, the physician will provide a treatment plan for the

general acute ailments and suggest that all other request be seen in a formal setting with the patient's Primary Care Physician.

Q19. Can the physician give me a doctor's note?

A19. We can give the patient an explanation but not an excuse from a doctor.

Q20. Does Carie have doctors in Alaska & Hawaii

A20. Carie has doctors in Hawaii, however we do not have doctors in Alaska due to their state legislation. We would need to have a physical location in Alaska to be able to see patients; we are hoping in the future Alaska will change their laws.

Q21. Is Carie part of the medical information Bureau or the medical credit tracking which tracks pharmaceuticals?

A21. No there is no tracking of prescriptions issued by our network of physicians. The basically tracks prescriptions as they are dispensed from pharmacies, not from physicians. In order to provide coverage for a member, insurance companies want to know the risk assessment of that member. Since Insurance companies cannot ask a member in detail about their acute or chronic ailments and expect a member to be 100% truthful, they devised a system to assess the medication that is dispensed for a member from the pharmacy. For example:

High risk assessment and high policy rate for members who are dispensed the medication Leurocristine Sulfate. This drug is used to treat acute lymphoblastic leukemia.

The MCT is primarily used by Pharmacies/Electronic Prescription companies to ensure medications are not being abused by patients. This nationwide system tracks if multiple doctors have sent in the same medications for a patient and alerts of potential abuse. Over 85% of the pharmacies in the nation are a part of this system. This is also part of the initiative that we are rolling out by April 1st.



Healthcare Revolutionized!
24/7, Anywhere, Affordable, Simple.

www.carie.com