2AM Doctor

ENGLISH

WELCOME GUIDE

Welcome to 2AMDoctor.

Caring for you 24 hours a day, 7 days a week.



Visits • Prescriptions • Support

Your guide to care.

Everything you need to know to start using your plan.

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Important information

Before your visit, please keep these points in mind:

- Stay in a well-lit place so the doctor can see you clearly.
- Choose a quiet setting where you can speak and hear without difficulty.
- Your information in the app must be accurate and complete. Any error may prevent your visit from taking place.
- Driving or doing other activities during your visit is not allowed.
- Do not leave the call screen. If you switch screens, even briefly to check WhatsApp, your visit will end automatically.

Have this information ready

Your weight, height, and the name of the pharmacy closest to you. We do not ask for any information about your immigration status.

Please note

If any of these rules are not followed, your visit may be canceled or ended during the call. In that case, you will be directed to a new call and will not be able to return to the original one.

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Registering in the app

Before starting your first visit, follow these steps:

1. Enter your personal information in the app. Make sure it is accurate: incomplete or incorrect information may prevent your visit from taking place.
2. Add your full address. It is required for prescriptions and test orders.
3. Add your dependents, if any. They must be registered to access visits.
4. Select the language you would like to use during your visit: Portuguese, English, or Spanish.

Once everything has been entered correctly, you can request your first visit!

Check your email address

Make sure the email address on your account is correct. If it is incorrect, you will not be able to have your visit.



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Seeing a general practitioner

Steps for your visit

1. Open the app and go to the main menu.
2. Select “Nova Consulta” (New consultation).
3. Select who will be seen. If it is a dependent, they must already be registered.
4. Choose the reason for your visit. If you do not know the exact name of your symptom, simply select the closest match.
5. Indicate whether you take any ongoing medications.
6. Attach any test results you have.

Online, quick, and no appointment needed

- Available 24 hours a day, 7 days a week.
- Unlimited general practitioner visits at no additional cost.
- Prescriptions and medical certificates within 24 hours after your visit.

All your visits are saved in the app for you to review whenever you need.

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Scheduling a specialist visit

1. Contact our support team on WhatsApp and select “Agendamento de Consulta” (Appointment scheduling).
2. A team member will let you know the doctor's availability. Scheduling may take up to 7 days, depending on the specialty and available appointments.
3. Send proof of your Zelle payment to the same number used for scheduling and wait for confirmation.
4. On the day of your visit, open the app 10 minutes early.
5. In the app, select “Nova Consulta” (New consultation) and choose who will be seen. If it is a dependent, they must already be registered.
6. Attach any test results you have.
7. Tell the triage team member that you have a scheduled specialist appointment so they can direct you appropriately.

Specialist visits are paid separately

Specialist visits are paid separately. Payment is due at the time of scheduling via Zelle.

Schedule via WhatsApp
+1 (689) 306-4031

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Specialties

Specialist visits are scheduled separately through our support team on WhatsApp, at fixed rates by specialty. Payment is separate, and proof of payment must be sent at the time of scheduling.

Per visit	US$ 50.00

Cardiology	Neurology
Dermatology	Medical nutrition (physician)
Endocrinology	Orthopedics
Gastroenterology	Ear, nose, and throat
Geriatrics	Pulmonology
Gynecology	Psychiatry
Infectious diseases	Urology

Per visit	US$ 25.00

Speech-language pathology	Psychology	Nutritionist

Payment at scheduling

Payment is due at the time of scheduling via Zelle.

Schedule via WhatsApp
+1 (689) 306-4031

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Medical prescriptions

About medication prescriptions

If the doctor prescribes medication, the prescription will be sent directly to the pharmacy you indicated during your visit, in accordance with U.S. regulations.

Once the pharmacy accepts the prescription and order, you will receive them by email and in the app within 24 hours.

You will receive an app notification when the pharmacy releases the medication. Keep app notifications enabled so you do not miss any updates.

The time it takes for medication to be released may vary by state and licensed pharmacy.

If you are in Brazil

After your visit, the prescription will be sent to the email address on your account within 24 hours. Check your inbox and, if needed, your spam folder.

Please note

The names of some medications may vary according to U.S. medical regulations and protocols, but their effectiveness remains unchanged.

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Renewing ongoing prescriptions

Ongoing medications must be prescribed by a specialist or family physician during a visit that is paid separately.

After your first visit, you may request renewals for the period the doctor has specified before your follow-up, without needing another visit.

To renew, contact “Suporte / Renovação de Receita” (Support / Prescription renewal) on WhatsApp and keep your subscription active.

Delivery times

- Prescriptions, medical certificates, and test orders: up to 24 hours.
- Prescription renewals: up to 48 hours.

Controlled medications (“tarja preta” in Brazil)

For this type of medication, you must have a specialist visit, in this case with a psychologist or psychiatrist. The doctor will assess whether the medication can be prescribed through telemedicine, based on clinical judgment.

Please note

Some medications can only be prescribed during an in-person visit, in accordance with U.S. medical regulations and protocols. If you have questions, our team can guide you on WhatsApp.

Support / Prescription renewal
+1 (689) 306-4031

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Does the plan cover emergencies?

No. We are not a health plan or health insurance provider.

2AMDoctor is a platform offering telemedicine services. Our service complements your insurance.

- Serious emergencies, such as accidents, heart attacks, and severe fractures, should be treated at a local hospital.
- Our doctors can issue test orders valid in the U.S. You may have the tests done at the clinic or laboratory of your choice, but their cost is not included in the plan.

Costs not included

Your subscription does not cover any in-person care costs, including hospital costs, medications, or tests.

A telemedicine visit can address most clinical cases. In certain cases, the patient will be advised to seek in-person care.



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Does telemedicine replace travel insurance?

No. 2AMDoctor telemedicine does not replace travel insurance.

Travel insurance primarily covers emergencies, hospital costs, and other unexpected events during your trip.

2AMDoctor provides complementary care

- Addresses most common health concerns without leaving home.
- Helps avoid high costs and unnecessary trips.
- Provides quick access to Brazilian doctors, prescriptions valid in the U.S., test orders, and follow-up care.

Care while traveling

Ideally, travel with travel insurance + 2AMDoctor. That way, you have protection for both urgent needs and everyday situations.



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Is it safe? Is my information protected?

Yes. Your information is protected.

2AMDoctor follows all security and privacy standards required in the U.S., including medical data protection protocols (HIPAA compliance).

This means:

Encryption

Your personal and medical information is encrypted.

Authorized access

Only you and authorized professionals have access to your information.

Consent

No information is shared with third parties without your consent.

Protection from start to finish

You can use the service with confidence, knowing that your visits and medical records are protected from start to finish.

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Can I cancel my plan at any time?

Yes. You can request cancellation whenever you wish.

Monthly plan

Cancellation stops future charges, but payments already made are not refunded. You keep access until the end of your current billing cycle.

None of the plans offer refunds for amounts already billed or paid.

To cancel, contact our support team by WhatsApp or email and ask to stop your renewal.



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Test orders and medical certificates

During your visit, if the doctor determines it is necessary, they may issue a test order, medical certificate, or medication prescription valid in the U.S.

The order will be available directly in the 2AMDoctor app. You may have your tests done at the clinic of your choice, with payment made separately.

Available within 24 hours

Prescriptions, test orders, and medical certificates will be attached in the app within 24 hours after your visit.

Under U.S. medical regulations, some tests cannot be ordered through telemedicine. These are examples of tests that require an in-person visit:

- Cardiac tests
- Colonoscopy
- Endoscopy
- Audiometry (hearing test)

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Where can I find my visit history?

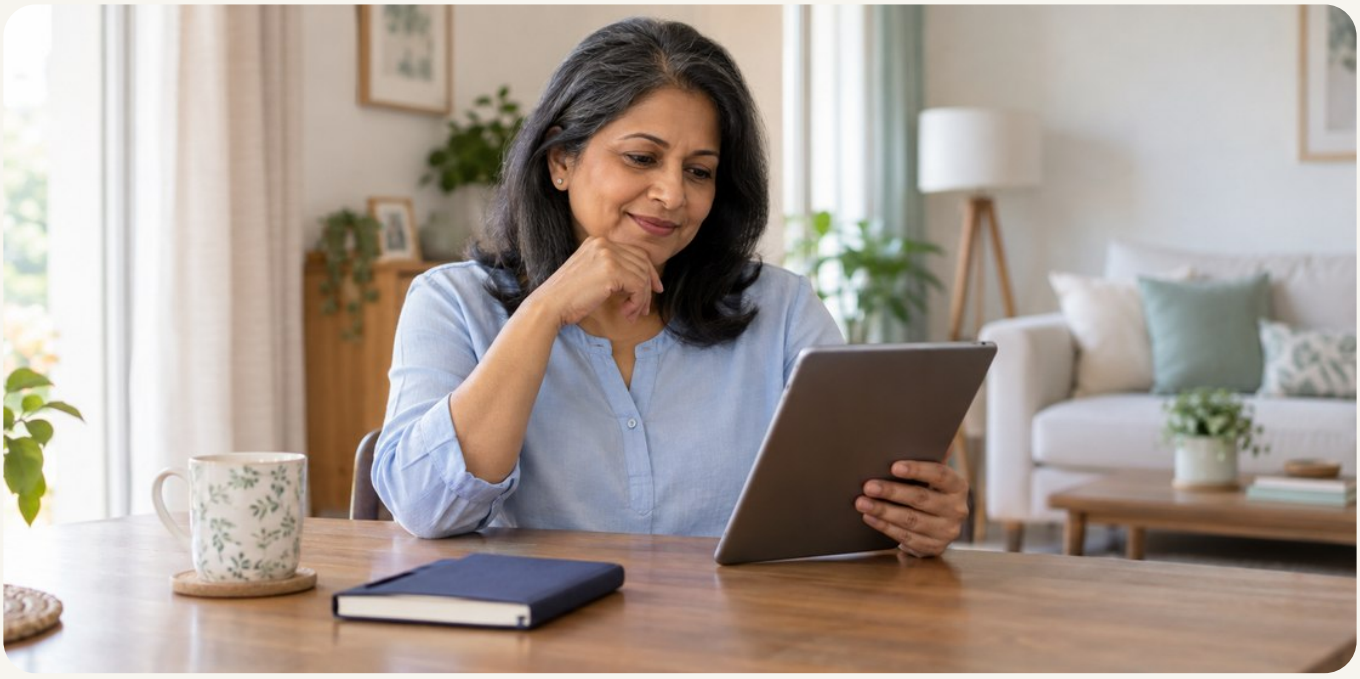
All completed or canceled visits are recorded in the app, and you can access them at any time.

To view your history

1. Open the app and select the “Atendimentos” (Visits) menu.
2. Select the visit you want to view.
3. Within the visit, you will find the visit details, medication prescription, and any tests ordered.

Continuity of care

You can review this history whenever you need, including during new visits, so the doctor can understand your medical history and continue your care.



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You're ready to use your plan!

You now have everything you need for a safe and convenient visit through 2AMDoctor.

If you have any questions, contact our support team.

Human support, 24 hours a day

Care is available in Portuguese, English, or Spanish. Our support is provided by people and is available 24 hours a day, 7 days a week.

We're here to serve you better!

WhatsApp
+1 (386) 878-5540

Email
suporte@group4care.com

