

Easy access to high-quality, virtual urgent care 24/7 right from your tablet, smart phone, or computer



Partners HealthCare On Demand makes it easy for you to get high-quality, virtual urgent care for minor illness and injuries without the need for travel or referrals. You can do it 24/7, and right from the comfort of your home, office, or anywhere in the U.S.

See leading providers from world-class hospitals

Partners On Demand is staffed by leading Partners HealthCare providers, including providers from Massachusetts General Hospital and Partners Community Physicians Organization. Board-certified Teladoc physicians will deliver services to patients located outside of Massachusetts.

It's convenient, stress-free, and available 24/7

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. For members three and older, for issues like:

- Upper respiratory infections/flu/cough/cold/sore throat
- Sinus symptoms
- Earaches
- Eye irritation/conjunctivitis
- Allergies
- Rashes
- Urinary symptoms (painful urination, yeast infections—adults only)
- Other minor injuries and minor illness

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

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.

