

# FORTUNE

by Jennifer Alsever | @JenAlsever | APRIL 23, 2015

## On-the-road care

**New apps and services offer business travelers many options when they get sick far from home.**

It's a scenario dreaded by business travelers: Recently Tristen O'Brien lay in bed inside a Chicago hotel room, feverish and racked with chills. It was 11 p.m., and he had a key meeting for his Indianapolis consulting company, the eBay Entrepreneur, the next morning. O'Brien decided to find a doctor and logged on to [HealthTap.com](#). Within five minutes he was connected via video to a physician, who diagnosed O'Brien's flu from the kitchen in her home. She called in a prescription for Tamiflu to a pharmacy near his hotel, and O'Brien was sick for just three days rather than nine. Today medical options abound for those on the go, as this primer shows.

### Virtual doctors

HealthTap, the service used by O'Brien, began as a question-and-answer site but recently unveiled a telemedicine subscription service for unlimited 24/7 virtual visits with primary doctors for \$99 a month (or \$44 for a single appointment with a specialist). Users can share photos and test results, ask questions, get prescriptions, and do a voice, video, or text-messaging conference on the site. HealthTap has a network of 67,000 physicians.

Other providers also offer virtual appointments but typically require employers to pay a monthly fee (\$1 to \$2 per worker), along with charges for each consultation. [MDlive](#) has a new smartphone app that lets you connect with a board-certified doctor for \$49 each time, while [MeMD](#) puts you in contact with a physician 24 hours a day for \$49.95 per session.

### House calls

A new service called [Pager](#) aims to be the Uber for medical care. Started by an early Uber engineer, the smartphone app will send a doctor within two hours to any location in New York City. The cost: \$49 for the first visit and \$199 for subsequent appointments. Pager plans to expand to the West Coast this year.

Other companies offer house calls in select locations. [Inn House Doctor](#), for instance, will send a doctor to you in 20 cities, including Boston, Philadelphia, Baltimore, Los Angeles, San Francisco, and Seattle. The visits cost \$400 and up. [My Home Doctor](#) also has a network in Florida that will come to you for about the same price.

### Urgent-care clinics

[CVS/pharmacy \(CVS\)](#) recently unveiled a smartphone app that displays nearby locations of 970 [MinuteClinics](#) across the country. Nurse practitioners see walk-in patients there for minor problems, such as ear infections and pinkeye. The cost is \$79 to \$99 or a co-pay with most health insurance. [Walgreen WAG](#), too, has 420 in-store clinics, with prices that start at \$79 a visit. [Wal-Mart WMT](#) recently started opening primary-care facilities in Georgia, South Carolina, and Texas with \$40 appointments.

### International help

Those who fall ill while abroad can tap embassies, consulates, hotel doctors, and online resources for help. The State Department offers a list of doctors and hospitals, as do the [International Society of Travel Medicine](#) and [Joint Commission International](#); the latter reviews hospital safety worldwide. A free membership from the International Association for Medical Assistance to Travellers provides access to vetted English-speaking doctors and clinics in 90 countries.



GLOBAL  
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Services such as [International SOS](#), [MedEx](#), and [GlobalRescue](#) offer doctors and even an airlift out of a country if necessary. A one-year individual membership at GlobalRescue runs \$329 and gets you reports on your destination, local emergency phone numbers, and help from doctors (sent to your hotel) and specialists. [On Call International](#) sells an annual individual membership for \$225 that replaces lost prescriptions and offers a 24-hour nurse hot-line.

Supplemental travel insurance can cover some of those charges. Such a policy typically costs 4% to 6% of the price of your trip. That's not cheap — but it's undoubtedly less than what you'd pay for an emergency evacuation without any of these services.

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