

Your care, your way – anytime, anywhere.

Whether it's a sudden illness or mental health support, Doctor On Demand makes it easy to connect with a clinician or therapist from the comfort of home.

Urgent Care – Get Care Fast for Everyday Health Needs

Skip the waiting room and connect with a provider in minutes. We're here for you, **24/7, 365 days a year.**

Common reasons to visit:

- Cold or flu symptoms
- Allergies
- Sinus infections
- Skin issues and rashes
- COVID symptoms
- Urinary tract infections (UTI)
- Eye or ear infections
- Prescriptions and refills

Behavioral Health – Care for Your Mind and Mood

Your mental health is just as important as your physical health. Our licensed therapists and psychiatrists provide confidential care in a comfortable, private setting – your own home.

Get support for:

- Stress, anxiety, or burnout
- Depression
- Mood changes
- Relationship or family challenges
- ADHD
- Grief and loss
- Postpartum
- And more

How to get started with Doctor On Demand:

1. Download or open the Doctor On Demand app.
2. Register using a personal email address and create a password.
3. Answer a few personal questions about yourself.
4. Book a virtual care visit when and where it works for you.



Download the app

Learn more.

doctorondemand.com/alabama

What is Doctor On Demand?

Doctor On Demand connects you to licensed medical and behavioral health providers through secure video visits. It allows you to receive fast, convenient care from anywhere without needing an in-person appointment.

What services are included?

You can access Urgent Care for common medical issues like infections, stomach concerns, and minor illnesses. You can also schedule Behavioral Health sessions with licensed therapists or psychiatrists for support with anxiety, depression, stress, and more.

How much do visits cost?

Visit costs vary by employer, and your exact cost will always be shown in the app before starting a visit.

When can I use Doctor On Demand?

Urgent Care is available 24/7, so you can get help anytime you feel unwell. Behavioral Health sessions are offered by appointment, with many time slots available within just a few days.

Can I get prescriptions?

Yes, providers can prescribe most common medications when medically appropriate. While they cannot prescribe controlled substances, they will work with you to find safe and effective treatment options.

Can I see the same mental health provider again?

Yes, you can book repeat sessions with the same therapist or psychiatrist. This helps you build a consistent and supportive relationship over time.

Is there a minimum age to access Urgent Care or Behavioral Health services?

Urgent Care and Behavioral Health services are available to all members covered under the employer's health plan, with no minimum age requirement.

Do I need an appointment?

Urgent Care does not require an appointment – you can connect with a provider immediately. Behavioral Health visits do require scheduling, allowing you to choose a provider and time that fit your needs.

What technology do I need?

You only need a smartphone, tablet, or computer with a camera and internet connection. Urgent Care and Behavioral Health services use the same secure, easy-to-use app.

How can I access Doctor On Demand services?

Download the Doctor On Demand app, or go to doctorondemand.com/alabama to learn more. When you register, select Blue Cross and Blue Shield of Alabama as your health insurer, answer some health questions, and you'll be ready to go in no time!