



# eDOCHOME

## Three unique stories of unexpected ways eDocHome helps



Dear eDocHome, I did not know what to do when our vet told us our family pet of 9 years was in his last days. We got "Bear" when our daughter was 2. Our children have grown up with Bear always being there. Not knowing how to best tell them what would happen, I remembered your Counseling Services being part of my benefit plan. So I called and spoke to a wonderful counselor. I told her what was going on. She had some great suggestions about having the kids make get well cards for Bear, writing him letters, making happy treat bags for him and we made a lot of photographs of the kids with Bear and some other thoughtful ideas. When the time came, it was very difficult for all of us, but with the help from your counselor, it was a process filled with a lot of tears but we have many happy memories of Bear. Thank you - Sara, Katie and Brian.

### **Mom, Son and a Car Door**

My sister recently moved to a new town about 95 miles from me so I decided to go see her. Me and my son Matt, loaded up and made the trip and had a wonderful time. We left to come home after dinner. About 45 miles into the trip, I stopped for gas and a snack for Matt. Somehow Matt closed the car door on his hand. It was dark, I was in the middle of nowhere and did not know what to do. I grabbed my phone to call my husband and saw the number for eDocHome. I called the Doctors by Phone number and told them what was going on. They said a doctor would call me back in about 15 to 20 minutes. I then called the Nurseline and spoke to a nurse and told her what had happened. She kept me and Matt calm and made some suggestions until the doctor called me back. A few minutes later, I got a text that a doctor was ready for me. I went online for a video consultation. The doctor had Matt hold his hand up to my tablet, he had Matt move his wrist first and then his fingers. He was so patient and understanding. Fortunately, nothing was broken! He told us what to do to help with the pain and what we could expect over the next few days. When I got home, I programmed all our phones with your numbers.

Thanks - B. Davenport

### **Spring is here! So are sinus infections**

Last weekend, the sun was finally out and my family spent as much time outside as possible. When I woke up Monday morning, I felt horrible. I had a headache, it was almost impossible to breathe through my nose and my teeth actually hurt. I had a two hour drive ahead of me to meet a client and I did not know how I would survive. My wife reminded me of the new app she had put on my phone so I could talk to a doctor on the road. So, I requested a consultation and a few minutes later - I am talking to a doctor. I was able to get a prescription, which was great, but I was already on the road. The doctor was able to find a pharmacy within 30 minutes from where I was and sent the prescription there. By the time I arrived for my meeting, I was feeling much better. C. Parker