



Improved Access for Video Visits: American Sign Language Interpretation

Medical visits are available for the hearing impaired. Through this service, patients will be connected with a Doctor On Demand physician and a certified American Sign Language Interpreter via video chat.

How to schedule an appointment with an interpreter:

Step 1

Contact the Doctor On Demand Member Support team via email or phone.

Email: Support@doctorondemand.com

Call: (800) 997-6196

TTY: 711

Step 2

After our support agent collects your information, you will be contacted by email within one business day to schedule an appointment.

Step 3

After the appointment is scheduled, you will receive an email with verification of your appointment time and instructions on using the video chat software.

Step 4

Once your visit is completed, you can log into your Doctor On Demand account to view any associated documents and visit notes.