Frequently Asked Questions

What is 2nd.MD?

2nd.MD is a website providing face-to-face online video or phone consultations with expert medical specialists for medical second opinions. Users can book a 20-minute consultation with the 2nd.MD specialist of their choice which they select based on a keyword search through our database of 175 medical specialists. With leading U.S. specialists in over 27 specialties and 240 sub-specialties and 95% of our doctors from U.S. News & World Report's top hospitals and specialty programs, 2nd.MD offers real people access to some of the top medical experts for at home consultations.

Who created 2nd.MD?

Clint Phillips started 2nd.MD after discovering how difficult it is to find the right medical specialist when his own daughter was born with a medical complication. Phillips, a successful self-made business professional, founded Aspen Back Institute in 2005 - a front runner in non-surgical rehabilitation for spine problems. Phillips also served as the Vice President for the Laser Spine Institute, a national leader in minimally-invasive surgery having pioneered the industry with over 15,000 successful procedures with operations in Tampa, Phoenix and Philadelphia. An entrepreneur at heart, Phillips and his wife also own the patent and business, IdealStretch, which has helped tens of thousands across the world improve their flexibility.

What is the inspiration behind the name 2nd.MD?
The 2nd.MD name is attributable to your "second doctor". 2nd.MD believes that a second opinion or a second viewpoint can change the course of someones treatment or life. 2nd.MD is not a replacement for your primary care or '1st MD'

Who are your doctors?
95% of 2nd.MD doctors are from U.S. News and World Report's top hospitals and specialty programs. Currently, 175 expert medical specialists serve on 2nd.MD's team with over 27 specialties and 240 sub-specialties represented. Our doctors are selected based on achievement of: training or working at a top institution or program, displaying outstanding professional achievement through extensive research, board certifications, leadership positions or hospital appointments as well as showing peer recognition through media outlets, honors and rewards or scientific publications. Each of our doctors is screened rigorously, checking for any outstanding sanctions or legal issues. Doctors must maintain a certain feedback rating from clients to stay on 2nd.MD.

Is 2nd.MD HIPAA compliant?
Our service is compliant with the latest privacy and security requirements of the Health Insurance Portability and Assurance Act, as well as the refinements made by the Health Information Technology for Economic and Clinical Health Act (HITECH) under the American Recovery and Reinvestment Act (ARRA). These legislatures have laid down guidelines for the protection of health insurance coverage of workers and their families, and created national standards for electronic health care transaction. Any and all communications on 2nd.MD's networks promise absolute confidentiality. 2nd.MD also takes maximum effort to release only the minimum required information for any transaction requested. 2ndMD uses Key Electronic Data Interchange (EDI) transactions under HIPAA, including the EDI Health Care Claim Transaction set (837), to fit regulatory control and quality standards. 2nd.MD makes strides to secure your data through a variety of administrative, physical and technical safeguards. For more information please contact the 2nd.MD staff.

What security measures are taken to protect the physician and consumers?
2nd.MD respects the privacy rights of its customers and doctors and is committed to protect their personal information. 2nd.MD is taking steps to protect against anticipated threats and hazards to the security and integrity of customer information and personal records, blocking unauthorized access. All information on 2nd.MD is kept encrypted and secure. Information is never shared with third parties or the public. Your information is encrypted using SSL secured web pages. The chat takes place on a secure SSL connection. Safety and security are paramount at 2nd.MD.

How is 2nd.MD different from its competition?
2nd.MD has established a network of high caliber doctors from top institutions and specialty programs to be available for online appointments. Clients can book appointments immediately and talk to doctors either through face-to-face video chat or by phone. 2nd.MD is novel in its approach, allowing doctors to talk to clients outside of their state. Anyone in the world can now access expert information from our selected team of specialty physicians.

What equipment is required for 2nd.MD users?
For a video consultation, an internet connection, a microphone and a web cam are required. 2nd.MD works directly through any major browser: Internet Explorer (7 and above), Firefox, Safari or Chrome. 2nd.MD also requires the latest version of Flash Player.

What is 2nd.MD's revenue model? How do you make money?
2nd.MD takes a percentage of the proceeds from each appointment.

Do you currently or plan to accept advertising?
2nd.MD does not currently accept advertising and is focused on building trust and on keeping the right incentives aligned for its clients and doctors.

Are there other products (other than video consultation) that you plan to offer to consumers?
2nd.MD offers a variety of features other than video consultation, the most important being a phone alternative. Customers who are uncomfortable with video chat, may not have the necessary equipment or unreliable internet speeds can still enjoy access to an expert physician from the comfort of their own home by phone. For international or non-English speaking customers, 2nd.MD offers an optional translator add-on where a translator will join a video consult with the doctor and customer, just like a third party. Finally, the 2nd.MD platform can be used as a personal electronic record - hosting medical records from a variety of sources including: self upload, Microsoft HealthVault and files transfered directly from institutions.

How big is the 2nd.MD team?
2ndMD is currently 15 passionate and smart individuals and growing rapidly. Its team members come from 4 countries, speak a combined 7 languages and all have a moving healthcare story that lead them to follow the 2ndMD cause.