



Thank you for choosing DialCare during your stay!

You can rest assured that in the event of an unforeseen illness, DialCare doctors are standing by to offer you the relief you need. You will be eligible to access DialCare's services up to 12 hours before check-in and up to 12 hours after check-out.

How It Works



Creating and Registering Your DialCare Account

On the day of check-in, please contact **(833) 795-7786** to create your account with a trained DialCare specialist or [register online](#).



Please note, the primary member on the reservation must make the initial contact by providing your Diamond Resorts reservation number. The primary member may add all additional traveling party to the DialCare account to be able to utilize the service during your stay.



Requesting a Consultation

Once registered, you can access the DialCare service via phone, a video consultation online or by using the mobile app at any time – 24/7/365.

Step 1:

Phone: Contact **(833) 795-7786** to request a call-back for a telephone consultation.



Online: Go to diamond.telemedsimplified.com and login with your credentials to request a video consultation.

Mobile app: Download the DialCare mobile app available for both iOS and Android for even more convenient access to DialCare service!



Step 2:

You will have an opportunity to update your medical history and provide information on your current symptoms before submitting the consultation request.



Step 3:

A doctor will accept and perform the consultation via phone or video chat within two hours.

Frequently Asked Questions

When should I use DialCare?

DialCare can be used for a myriad of non-emergency ailments such as allergies, colds, the flu, pink eye, rashes and more. DialCare is not to be used for emergency situations; should an emergency situation arise, call 911.

How much do DialCare consultations cost?

Since you've opted to include access to DialCare in your Diamond Resorts reservation, you will have access to unlimited consultations, with no consultation fees, for the duration of your stay.

Can I still use DialCare if I travel out of state sometime during my stay?

Absolutely! DialCare can be used anywhere within the United States.

Are prescriptions guaranteed?

While DialCare doctors can write prescriptions and send them to the pharmacy of your choice, prescriptions are at the discretion of your doctor and are not guaranteed. Keep in mind that doctors do not write prescriptions for DEA-controlled substances or lifestyle drugs.

To register and receive a consultation:

Phone: (833) 795-7786

Online: diamond.telemedsimplified.com

Mobile App: Available for both iOS and Android

Disclosure: THIS PLAN IS NOT INSURANCE and is not intended to replace health insurance.