What you need to know about urinary tract infections

UTIs are uncomfortable for all ages and genders. There are certain things you need to be aware of if you or a family member has a UTI and you’re contacting Teladoc for answers.

We recommend an in-person visit with your primary care physician first. Please note, if you have a confirmed UTI and contact Teladoc, we may not be able to prescribe antibiotics for you. Here’s why:

**For men and boys**

- Male UTIs are rare compared to female UTIs and warrant in-person evaluation for exam and testing.

- In adolescents and adults, UTI symptoms are similar to those associated with sexually transmitted infections (STIs), and thus require testing.

- This is an important public health concern, as partners of those who test positive require treatment as well.

**For women and girls**

- For those under 12 years of age, Teladoc’s recommendation follows the American Academy of Pediatrics (AAP) guidelines, which is to test the urine in all cases for which a UTI is being considered.

- It is important to identify the specific infection and ensure that the organism is not resistant to the antibiotic prescribed.

- For those 12 and over, we can often treat with antibiotics through a Teladoc visit if it’s an uncomplicated infection and the member has had a urine test that confirmed UTI in the past.

Teladoc is available 24/7 for all your non-emergency care needs. Set up an appointment today.

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