

# Teladoc

## DESCRIPTION

73% of Americans have trouble receiving timely medical care without having to visit the emergency room. **Help your members save time and money with 24/7 access to a doctor by phone or online video —anytime, anywhere with no per visit fee.** Doctors offer a diagnosis, treatment options and prescription, if medically necessary. By using Teladoc instead of going to an urgent care clinic or ER, members cut unnecessary out-of-pocket costs and time wasted in crowded waiting rooms.

- On-demand healthcare—wherever, whenever
- Treatment for common medical issues such as colds, flu, poison ivy, respiratory infections, bronchitis, pink eye, sinus problems, allergies, urinary tract infections and ear infections
- 10 minutes average doctor response time
- Visits for all ages—from children to seniors
- U.S. board-certified doctors with an average 20 years practice experience
- Upon member request, Teladoc can share visit information with their doctor

## HOW IT WORKS

- Prior to using this service, members register online or via phone.
- Each member must provide Medical History online or by phone, similar to paperwork completed at the doctors' office. It takes 10 minutes to complete.
- Once this is complete, members may go online or call to schedule a visit. A physician will call the member back within three hours, in most cases less than an hour.
- Repeat steps for each participating family member.

## LINKS + RESOURCES

- Teladoc Video: <https://youtu.be/8Zl7oqokjNo>
- Teladoc Mobile App: <https://www.teladoc.com/mobile/>
- Teladoc Mobile App Video: [https://www.youtube.com/watch?v=BcWlw7Pxn\\_w](https://www.youtube.com/watch?v=BcWlw7Pxn_w)

## IMPORTANT INFO

© 2017 Teladoc, Inc. All rights reserved. Teladoc and the Teladoc logo are registered trademarks of Teladoc, Inc. and may not be used without written permission. Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc operates subject to state regulation and may not be available in certain states. Teladoc does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc physicians reserve the right to deny care for potential misuse of services.



Schedule an appointment  
online

[Teladoc.com/feelbetter](https://www.teladoc.com/feelbetter)



Talk to a Teladoc doctor by  
phone or video



Use the Mobile App  
[Click here to download](#)

## FAQ

### **Q. Do I speak with real doctors?**

A. Yes. You will speak with doctors who are U.S. board-certified internists, state-licensed family practitioners, and pediatricians licensed to practice medicine in the U.S. and living in the U.S. When you request a visit, Teladoc will connect you with a doctor licensed in your state.

### **Q. What are some of the common conditions Teladoc treats?**

A. Common conditions include sinus problems, respiratory infections, allergies, urinary tract infections, cold and flu symptoms and many other non-emergency illnesses.

### **Q. Can Teladoc handle my emergency situations?**

A. Teladoc is designed to handle non-emergent medical problems. You should not use it if you are experiencing a medical emergency.

### **Q. Can I request a particular doctor?**

A. No. Teladoc is designed to support your relationship with your existing doctor. It is not a means of establishing an exclusive relationship with a Teladoc doctor. Please know that all Teladoc doctors are highly qualified and go through rigorous training and credentialing.

### **Q. Can I get a prescription?**

A. Teladoc does not guarantee prescriptions. It is up to the doctor to recommend the best treatment. Teladoc doctors do not issue prescriptions for substances controlled by the DEA, non-therapeutic and/or certain other drugs which may be harmful because of their potential for abuse. These include, but are not limited to, antidepressant drugs such as Cymbalta, Prozac and Zoloft. Based on treatment protocols, doctors may not prescribe an antibiotic for viral illnesses such as most colds, sore throats, coughs, sinus infections and the flu. Doctors may suggest alternative treatment options such as a prescription for symptom relief or over-the-counter medication. Also, non-therapeutic drugs such as Viagra and Cialis are not prescribed by Teladoc.

### **Q. How are prescriptions sent to the pharmacy?**

A. Teladoc does not dispense prescription drugs. If the doctor prescribes medication, it is submitted electronically or by phone to your pharmacy.

### **Q. Is my electronic health record kept private?**

A. Teladoc employs robust encryption methods to protect your personal information. You determine who can see the information in your record.

### **Q. Can I call Teladoc outside of the United States?**

A. No. Teladoc visits are unavailable outside of the United States.

## BENEFIT PROVIDER BACKGROUND

Teladoc started in 2002 with a vision of tackling the three biggest issues in health care: access, cost and quality. Amidst premiums, health care costs, and out-of-pocket expenses rising at twice the rate of inflation, Teladoc offers care at a fraction of the cost of urgent care and ER visits, saving everyone money.