

# Remote healthcare can **treat many** common health issues.

Website: [www.teladoc.com](http://www.teladoc.com) Teladoc physicians, dermatologist and behavioral health professionals can diagnose many health issues like cold and flu symptoms, allergies, ear infection, rash and skin problems and so much more!!! **Here is a small sample of things we've treated in the last year:**

## General health

- Abdominal pain
- Acne
- Acute gouty arthropathy
- Allergic rhinitis
- Allergic rhinitis due to pollen
- Allergy
- Anxiety
- Asthma
- Atopic conjunctivitis
- Backache
- Bacterial pneumonia
- Bronchitis
- Bronchospasm
- Candidiasis; vulva and vagina
- Chronic rhinitis
- Conjunctivitis
- Constipation
- Colitis, enteritis, and gastroenteritis
- Cough
- Croup
- Cystitis
- Diarrhea
- Dizziness and giddiness
- Dysuria
- Esophageal reflux
- Essential hypertension
- Fever
- Genital herpes
- Headache
- Hemophilus
- Herpes simplex
- Hordeolum externum
- Infective otitis externa
- Influenza
- Insomnia
- Laryngitis
- Lumbago
- Lymphadenitis
- Mucoid otitis media
- Nasopharyngitis
- Nonsuppurative otitis media
- Otagia
- Other cellulitis and abscess
- Pharyngitis
- Rash and other skin eruption
- Serous otitis media
- Sinusitis
- Sprains and strains
- Streptococcal sore throat
- Suppurative otitis media
- Tonsillitis
- Upper respiratory infections
- Urinary frequency /urination abnormality
- Urinary tract infection
- Vaginitis and vulvovaginitis

# Specialist services<sup>1</sup>

1. Specialist services may not be available to all members.



## Behavioral Health

Schedule a phone or video appointment with a psychiatrist, psychologist, licensed clinical social worker, counselor or therapist to treat behavioral conditions like addiction, depression, family difficulties and more. Simply log into your account and request a Behavioral Health visit to get started.



## Sexual Health

We know that this can be a sensitive subject but rest assured, all health information and test results are secure and confidential. Log into your account, select “Request Lab Testing” and follow the online instructions to get started.



## Dermatology

There’s no need to wait weeks to receive skin care. Teladoc gives you a quick, convenient and discreet solution for treating skin conditions like acne, rash, shingles and more. Simply log into your account and request a Dermatology visit to get started.



## Tobacco Cessation

This multi-faceted program combines nurse coach support, physician treatment, and tobacco cessation content to give you a proven plan to quit using tobacco for good. To get started, simply log into your account, request a General Health visit and ask your doctor about the Tobacco Cessation program.

# When it comes to **prescriptions**, our doctors make the call.

Teladoc doctors are U.S. board-certified and licensed to practice medicine in your state. They can diagnose, treat and prescribe medication if medically necessary. When you request to speak with a doctor, we'll ask you where you'd like any prescription to be sent; we'll even help you find a pharmacy near you when you're traveling.

## **Antibiotics** aren't always the right treatment.



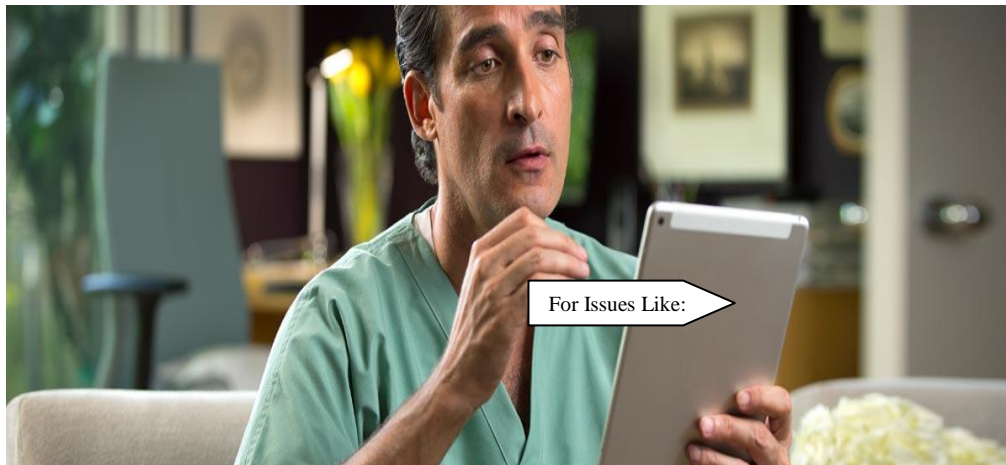
Antibiotics do not fight infections caused by viruses like colds, flu, most sore throats, bronchitis, and any sinus and ear infections<sup>1</sup>. Instead, the doctor may provide a treatment plan that includes symptom relief for viral infections.

1. <http://www.cdc.gov/features/getsmart/>

# Meet the doctors that make Teladoc great.

At the foundation of the Teladoc service is our national network of U.S. board-certified and state licensed physicians, dermatologists and therapists. Teladoc healthcare providers are licensed in internal medicine, pediatrics, family medicine, dermatology, psychiatry, psychology, counseling and social work. They incorporate telehealth into their medical practice as a way to deliver affordable, convenient access to quality care.

## The right type of doctor for whatever your issue may be.



Members can receive treatment within minutes for many common conditions.

Physician	Dermatologist	Therapist
<p>For Issues Like:</p> <ul style="list-style-type: none"><li>○ Cold &amp; flu symptoms</li><li>○ Bronchitis</li><li>○ Allergies</li><li>○ Pink eye</li><li>○ Urinary tract infection</li><li>○ And more</li></ul>	<p>For Issues Like:</p> <ul style="list-style-type: none"><li>○ Skin infection</li><li>○ Acne</li><li>○ Skin rash</li><li>○ Abrasions</li><li>○ Moles/warts</li><li>○ And more!</li></ul>	<p>For Issues Like:</p> <ul style="list-style-type: none"><li>○ Stress/anxiety</li><li>○ Depression</li><li>○ Addiction</li><li>○ Domestic abuse</li><li>○ Grief counseling</li><li>○ And more!</li></ul>

# These are the most **common questions** we get asked.

## General Medical

### **How much does it cost?**

The cost of a Teladoc visit varies, depending on your plan design.

### **Do I talk to “real doctors”?**

Yes. Teladoc members only talk to actual 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.

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

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

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

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

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

You cannot request a particular doctor. Teladoc is designed to support your relationship with your existing doctor. It is not a means of establishing an exclusive relationship with one of our doctors. Please know that all Teladoc doctors are highly qualified and go through rigorous training and credentialing. We have the largest physician network of any telehealth provider with board-certified, state-licensed doctors.

### **Can I use it for my family?**

This varies depending on your specific plan. Most plan designs allow you to use the Teladoc service for you, your spouse and your dependents.

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

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 which are drugs that are harmful due to their potential for abuse. Also, non-therapeutic drugs such as Viagra and Cialis are not prescribed by Teladoc doctors.

[View the current list of DEA controlled substances »](#)

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

Teladoc does not dispense prescription drugs. If the doctor prescribes medication, it is submitted electronically (SureScripts) or by phone to the pharmacy of your choice.

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

Health records are kept totally private and we employ robust encryption methods to protect your personal information. You determine who can see the information in your record.

## **Can I be turned down for a pre-existing condition?**

We do not turn patients away because of pre-existing conditions.

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

Teladoc visits are unavailable outside of the United States.

# **Dermatology**

## **How do I access the service?**

Dermatology visits are available online. You can contact the Teladoc call center for assistance logging into your account.

## **Can I ask follow up questions?**

Follow-up questions can be directed to the provider within 7 days of the initial visit. All treatment plans will be communicated through your Message Center.

## **Do I have to upload an image?**

So that your Teladoc physician can properly review and diagnosis your condition, Teladoc does require a minimum of three (3) images be uploaded prior to scheduling your visit.

## **What types of images are allowed?**

Acceptable image file types: JPEG, GIF, PNG, 15MB max per image

## **Can I choose my doctor?**

The first time you request a visit Teladoc will page the first available provider. On subsequent visits, you will have the option to select the same provider or the first available.

## **Are there a maximum number of images I can upload?**

Teladoc allows up to five images to be stored per visit.

## **How long will it take for the physician to respond to my visit request?**

Physicians have up to two (2) business days to diagnose or ask for more information if needed.

## **If I am given a prescription as a result of my visit, how will I be notified?**

All diagnosis and prescription information will be managed through your Message Center.

## **Will I be speaking with a licensed dermatology provider?**

All Teladoc dermatologists are board certified.

## **If my condition requires immediate attention, how will I be notified?**

Teladoc will send you information through your Message Center but to ensure patient safety, Teladoc will also have a licensed clinician contact you by phone.

## **Can I address more than one condition when I request a visit with a dermatologist?**

Teladoc does ask that you limit request for a visit to one medical condition.

## **Are there dermatology conditions not treated by Teladoc?**

The Teladoc dermatologist will determine treatment options based on the visit.

## **What can be shared with PCPs?**

We do not share a member's medical record unless specifically asked for by the member. Image uploads are not available on the Teladoc portable continuity of care record but are always available in the member's Teladoc medical health record.

## **Why do I have to fill out additional intake questions?**

In order to make sure our providers have the best information possible to assist members, we do require a short intake with specific questions about their dermatology issue.

## **Is Dermatology available in all states?**

Teladoc offers visits in states where tele-dermatology is allowed and within states where Teladoc provides telemedicine services.

## **Can a dermatology visit be scheduled for someone under the age of 18?**

Dermatology visits are available to all Teladoc members.

## **If the dermatologist has additional questions, how will I be notified?**

The physician will send you a message through your Message Center asking for further clarification. You can choose how you are alerted that a new message is in your Message Center (i.e. text or email).

## **Do I have to have online access to have a Dermatology visit?**

Yes. Because of the nature of the Dermatology visit (required images and additional health information), you must have online access.

# **Behavioral Health**

## **Do I have to schedule an appointment or can I just call and get the next available time?**

All Behavioral Health visits are scheduled. Teladoc does not support an on-demand option at this time.

## **How long is the typical Behavioral Health visit?**

Our first time Behavioral Health visits average 45 minutes. Psychiatry visits vary in length based on the patient need.

## **Can a Behavioral Health visit be scheduled for someone under the age of 18?**

Teladoc will provide Behavioral Health services to anyone over the age of 18.

## **Can I use the Behavioral Health service for an emergency?**

This program is not intended to be used for emergency situations. Visit requests require an advance scheduling notification.



## **Are there Behavioral Health issues not treated by Teladoc?**

There are some prescriptions not provided by our service, but the licensed specialist will determine if you are best seen for an in-person visit for further evaluation.

## **What should I expect during my call?**

After completing a quick intake assessment you will have a conversation with the Behavioral Health professional just as if you were in person.

## **Can I talk to the same specialist each time I request a visit?**

Yes. A member can choose to see the same specialist or a different one. It's your choice.

## **How secure is the communication line and who retains my medical records?**

Confidentiality is very important to Teladoc and we follow the same strict security protocols as we do for our core services. All medical records are kept in a secure environment and Teladoc does not share the information with anyone outside of the patient's specific request or as required by law.

## **How do I access this service?**

Members can access the Behavioral Health service by logging into their account or by calling customer service.

## **What type of equipment do I need for a Behavioral Health visit?**

You will need a telephone for telephonic visits. For video visits, you will need to have internet connectivity and webcam. Video visits are strongly encouraged by our specialists.

## **What if I need a medication?**

Psychiatrists are able to prescribe from a limited formulary. If the Behavioral Health specialist determines a different/higher level medication is appropriate, they may refer you for an in-person visit.

## **Can I select my doctor based on preferences such as specialty, gender, language?**

Our specialist profiles display information about each Teladoc professional, including gender, language and specialty. This information will display when making your specialist selection online.

## **Will I be able to schedule recurring appointments? If so, how far in advance can I schedule?**

At the end of the visit, the provider will schedule a follow up if the individual specialist deems necessary. At this time, only the next visit can be scheduled.

## **Is there bilingual assistance provided when I contact Teladoc for the visit?**

Teladoc does display a provider's languages on the profile screen when making your selection. If a bilingual Teladoc specialist is not available, an interpreter will be provided.

## **Is there a time limit on how long I can speak with a specialist?**

Our therapy visit is expected to be 45 minutes on average. Psychiatry visits vary based on patient need.

## **What type of Behavioral Health specialist does Teladoc have?**

Psychiatrist, Psychologist, Counselor, Clinical Social Workers, Therapist (Marriage and Family)

## **What types of specialist can prescribe medications?**

Only psychiatrist can prescribe medications.

## **Does Teladoc follow-up after each visit?**

Teladoc specialists utilize the member message center after each visit, but our licensed nursing staff will also be reaching out to patients directly by phone after their second and sixth visit to see how things are going. Ongoing outreach will occur as needed after the sixth visit.

## **What can be shared with PCPs?**

At this time Teladoc will not include your Behavioral Health visit information in the medical record that is sent to your primary care provider.

## **Is Behavior Health available through the mobile application?**

The mobile application currently does not support Behavioral Health. However, this is an enhancement we are actively working on to continue to improve our remote access options.

## **Why do I have to fill our additional intake questions?**

In order to make sure our specialist have the best information possible to assist members, we do require a short intake with specific questions about their Behavioral Health status.

## **What do I do if I feel I am in immediate danger of self-harm?**

This is considered an emergency and the member should immediately dial **911 for assistance**.

## **Are there limits to how many visits can be scheduled within a month?**

Not at this time. However, Teladoc is committed to evaluating this program to ensure compliance with patient safety standards.

## **Are there a maximum number of days a prescription can be issued?**

At the discretion of the appropriate licensed specialist, prescriptions can be issued between 30-90 days.

# **SexualHealth™, a Trusted Partner of Teladoc**

## **Does Teladoc offer access to discreet laboratory testing?**

Yes. Teladoc has partnered with SexualHealth to offer our members access to confidential STD lab testing.

## **What is APG Services?**

APG Services is short for Analyte Physician Group Services. To help protect your privacy, sexual health uses “APG” in email and billing communications.

## **What are my payment options?**

SexualHealth currently accepts all major credit cards including Visa, MasterCard, American Express and Discover Card, as well as most HSA cards. The billing charge on your statement will be from “APG Services”.

## **How does the process work?**

After you place your test order online or by phone, we'll fax a doctor-authorized test requisition to the local lab of your choosing. At the lab walk-in visit, you'll have a quick specimen draw. For most people, the lab visit takes about 15 minutes. In 3 business days or less, you'll receive a discreet email directing you to login to your secure account on the sexual health system to view your test results. For patients whose test results are positive or require further explanation, you are able to request a visit with one of our doctors. If appropriate, the doctor will write a prescription for treatment or provide linkage to further care.

## **How quickly can I get my test results?**

Test results are typically ready in 3 business days or less.

## **How quickly can I speak with a physician?**

If you have a medical emergency, please go the emergency room or call 911. If your question is non-urgent, please call a Care Advisor toll free at 888-631-1116 so they can direct your call to a doctor or nurse. For patients who receive positive STD test results, or whose results require further explanation, a visit may be requested with a doctor at a time that is convenient for you. Once you request a visit, a doctor will call you back within 3 hours.

## **How can I learn more about SexualHealth?**

Log into your Teladoc account and click on the Request Lab Testing link to learn more about our lab testing program.

## **Are video visits available?**

Currently visits are available on-demand by phone only.

## **Will my lab test be reflected in my medical record with Teladoc?**

No. Please contact SexualHealth to request you lab test-specific medical record.

## **Can I get assistance if I have additional questions?**

The SexualHealth Care Advisors are available to guide you through the testing and test results process from start to finish. Simply log in to your Teladoc account and click on the Request Lab Testing link or call 888-631-1116 6am-10pm CDT.

## **Can my lab results be sent to my primary care provider?**

Yes. You can request a copy of your lab test through the SexualHealth website.

## **If I need to speak with a physician, will I be speaking with a Teladoc provider?**

Yes. Teladoc members will be speaking with Teladoc providers.

## **What types of test are available through SexualHealth?**

We provide STD testing for 8 of the most common sexually transmitted infections that can be detected through blood or urine: chlamydia, gonorrhea, hepatitis B, hepatitis C, herpes 1 + 2, HIV, syphilis and trichomonas.

## **Which laboratories do sexual health work with?**

Your tests will be processed by lab you select at the time you place your order. The laboratory options are among the largest CLIA-certified laboratories in the United States.

## **If the provider prescribes medications for my issue, can I pick it up the same day?**

Yes. Prescriptions are typically sent electronically and can be picked up the same day. Please check with your pharmacy first to ensure they have the prescription ready for pick up.

## **If I have prescription problems, what should I do?**

Contact SexualHealth directly at 888-631-1116 6am-10pm CDT regarding any prescription related issues.