

Talk to an experienced, US board certified doctor in minutes.



## Imagine a world without waiting rooms.

Teladoc provides you with phone, video and mobile app access to licensed US physicians, 24 hours a day, 7 days a week. Need medical advice at 2 a.m. or a prescription while traveling? Teladoc delivers the finest physician care - anytime, anywhere, for anyone.



## Quality, 24/7 care by phone, video or mobile app

 **8min**

Average call-back time

 **92%**

of calls resolved successfully

 **95%**

Customer satisfaction

 **1MM**

Consults provided in 2016

## How it works:

**1**

Complete your medical history

You are required to complete your medical history online, by phone, or by faxing a paper form prior to requesting a consultation

**2**

Request a phone or video consultation

Simply log on to your account or call Teladoc, 24 hours a day, 7 days a week, to request a telephone or video consultation.

**3**

Speak with a doctor about your issue

A board-certified physician, licensed in your state reviews your medical history and provides a consultation over the phone or through video, just like an in-person visit.

**4**

Receive treatment for your issue

The physician recommends the right treatment for your medical issue. If a prescription is necessary, it is sent electronically to your pharmacy of choice.

**5**

Provide feedback on your experience

We send a follow up email to ensure you received the care you needed and see if you have any feedback on your experience.





**TELADOC®**

**The highest standards create the highest quality of care.**

## Our doctors are:

- ✓ Board-certified in internal medicine, family practice, emergency medicine or pediatrics
- ✓ Licensed in their respective states
- ✓ Experienced, with an average of 15 years of practice
- ✓ U.S. residents, living and working in the United States
- ✓ Extensively trained on providing care via telemedicine
- ✓ Credentialed to standards certified by the National Committee of Quality Assurance
- ✓ Successful at resolving 92% of patient issues on the first call

## Getting the care you need is easy

It's like a regular office visit, only better, faster and more convenient!

### Use Teladoc When:

- You're on vacation, a business trip or away from home
- Your primary care physician is not available
- You can't afford a trip to the doctor's office
- You'd like a medical issue explained
- You're thinking of going to urgent care or the ER for a non-emergency issue
- You have a health related question
- You'd like your lab results analyzed
- And more!

### Top 10 diagnoses

- Sinus problems
- Urinary tract infection
- Pink eye
- Bronchitis
- Upper respiratory infection
- Nasal congestion
- Allergies
- Flu
- Cough
- Ear Infection

### The prescription process

- We follow all best practices in prescription management
- Our doctors follow CDC guidelines for prescribing medicine
- We do not prescribe controlled substances, psychiatric or lifestyle drugs
- We have a 98% generic prescribing rate, saving you money
- We maximize member convenience through e-prescribing

In partnership with  [www.teladoc.com](http://www.teladoc.com)  
1-800-835-2362

The quality care you need with the convenience you want.  
Speak to a licensed doctor by web, phone or mobile app in under 10 minutes!