

# Teladoc<sup>®</sup> Member

## Frequently Asked Questions

### What is Teladoc?

Teladoc is the first and largest provider of telehealth medical consults in the United States, giving members 24/7/365 access to quality medical care through phone and video consults.

### Who are the Teladoc doctors?

Teladoc doctors are U.S. board certified in Internal Medicine, Family Practice, Emergency Medicine, or Pediatrics. They average 15 years of practice experience, and are licensed in the state where the patient is physically located at the time of consult.

### Do Teladoc physicians treat both adults and children?

Yes. Teladoc provides quality care for members of any age.

### How do I set up my Teladoc account?

Setting up your account is a quick and easy process online. Visit the Teladoc website and click "Set Up Account". Follow the online instructions. You can also call Teladoc directly at 1-855-TELADOC to set up your account.

### How do I request a consult to talk to a doctor?

Visit the Teladoc website, log into your account and click "Request a Consult", or call Teladoc at 1-855-TELADOC to request a consult. Consults can also be requested via Teladoc's free smartphone apps.

### How quickly can I talk to the doctor?

A doctor will call you back in 24 minutes, on average. If you miss the doctor's call, whether you are away from the phone or you have anonymous call blocker on, you will be returned to the bottom of the waiting list. The consult request is cancelled if you miss three attempts by the doctor to reach you.

### Can I schedule a consult for a specific date and/or time?

Yes. Teladoc offers the option to schedule a consult for the current day, or the following day, between 7:00am – 9:00pm local time.

### Who can request a consult for a child?

The parent, guardian, or authorized consenter must request a consult for the child/minor. Dependents under the age of 18 years may not request a consult directly.

### What is an authorized consenter?

An authorized consenter is an individual the parent or guardian has previously assigned to speak with the doctor on the child's behalf in the parents' or guardians' absence. The authorized consenter must be appointed by the parent or guardian prior to any consult where the authorized consenter will represent the minor on the consult.

### How is an authorized consenter assigned?

Log in to your account and add the authorized consenter under the "My Family" tab or you can call Teladoc at 1-855-TELADOC to appoint an authorized consenter for your minor child.

### Can I request a specific doctor for my consult?

No. Your consult will be conducted by the first available Teladoc physician licensed in the state where you will be located at the time of the consult.

### For a pediatric consult, will Teladoc send consult information to my child's pediatrician or primary care physician?

Due to federal HIPAA guidelines, the parent or guardian must authorize Teladoc to submit any medical information to the pediatrician or primary care physician. Should you choose to have the child's consult information sent to their pediatrician, you will have the ability to do so in the minor's account set up process.

### Will I have an assigned Teladoc physician to provide all of my consults?

No. Physicians are not assigned to members. Each consult is conducted by the first available physician licensed in the state where the member is located.

### How does the Teladoc doctor know my medical history, if I have allergies, or any medications I might be taking?

Before your first consult, you will be required to complete a Medical History Disclosure (MHD), either online or by phone. It includes basic medical history information, which the Teladoc physician will review prior to any consults you request.

### Is there a different medical history disclosure (MHD) form for children?

Yes, a pediatric medical history disclosure must be completed for all children less than 7 years of age.

### **If the consult is for my minor child, will the child interact or speak to the doctor directly?**

The level of child involvement is at the discretion of the doctor. However, the child must be present during the consult. In all cases, the doctor will speak directly with the parent, guardian, or authorized consentor.

### **What has Teladoc put into place to ensure the medical safety of children?**

Teladoc maintains a gold standard of service through quality assurance programs for all consults, regardless of age. This includes the pediatric network, utilizing the Barton D. Schmitt Pediatric Telephone protocols recommended by the American Academy of Pediatrics.

### **Can Teladoc doctors write a prescription?**

Yes, Teladoc doctors can prescribe short-term medication for a wide range of conditions when medically appropriate. Teladoc doctors do not prescribe substances controlled by the DEA, non-therapeutic and/or certain other drugs which may be harmful because of their potential abuse.

### **What if I'm not actually sick, but I'm away from home without my maintenance medications? Can Teladoc prescribe me a refill?**

Yes. Teladoc can prescribe a short term refill for recurring maintenance medications.

### **How long will my consultation last?**

Teladoc does not require consultations to be completed in a specific length of time—you'll have as much time with the doctor as you need.

### **Can I provide consult information to my local primary care doctor?**

Yes. You have access to your Electronic Health Record (EHR) at any time. You can download your EHR from the member site or call Teladoc at 1-855-TELADOC and ask to have your medical record mailed or faxed to you. When you set up your account, you also are able to provide your primary care doctor's fax number and Teladoc will send your primary care doctor information following each consult should you choose.

### **Can you provide services related to psychiatric or dental care needs?**

Not at this time. Teladoc provides care for non-emergent medical issues.

### **I'm traveling to another country—can I have a Teladoc consult if I'm outside of the U.S.?**

No. Teladoc consults are only available in the U.S.

### **Is the consult fee the same price, regardless of the time?**

Yes! Teladoc charges one flat rate per consult.

### **How do I pay for the consult?**

You may pay with a credit card, debit card, FSA card, or PayPal.

### **If my consult is cancelled, will I be charged a fee?**

No. Teladoc only charges for completed consults.

### **How do I pay for a prescription called in by Teladoc?**

A Teladoc prescription is handled in the same way a prescription submitted by any other physician is handled.

### **If the Teladoc doctor recommends that I see my primary care physician or a specialist, do I still have to pay the Teladoc consult fee?**

Yes. Just like any doctor appointment, you must pay for the consulting doctor's time.

### **If my illness persists, and I request another consult, will I be charged for the additional consult?**

Yes. The applicable fee for each individual consult is charged.

### **Can Teladoc provide consults to patients who do not speak English?**

Yes. Teladoc utilizes translation services to support over 250 different languages.

### **Does Teladoc keep my medical information private?**

Yes. Teladoc is fully compliant with the Health Information Privacy and Portability Act (HIPAA).

# Talk to a doctor anytime for \$40 or less!

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