



## Reach a Doctor 24/7 with Teladoc<sup>®</sup>

Teladoc is the on-demand health care solution that gives you the medical care you need, when you need it. You can talk to a doctor anytime. Due to recent events surrounding the spread of the coronavirus (COVID-19), Teladoc has been experiencing a high demand of their services. Please review these helpful tips to understand how to maximize your use of this service.

### Current demand

Visit volumes, questions and registration requests have increased drastically. To help give you the medical care you need, Teladoc is supporting members at an unprecedented scale.

Teladoc anticipates that health care needs will continue to escalate over the next few weeks and suggest the following for members to prepare:

- If you're new to using Teladoc, start by visiting [www.Teladoc.com](http://www.Teladoc.com) for answers to frequently asked questions.
- For quick support, we encourage members to contact Teladoc by mobile app or web. You can download the Teladoc app on the App Store<sup>®</sup> or Google Play<sup>™</sup>.
- Before your first virtual visit, you should set-up a Teladoc account and share your medical history on the app or on the account set-up page. Completing this step in advance will accelerate visit requests. You'll find the steps to register on the next page.

### Benefits of Teladoc

- Saves time and money
- Quicker recovery from illness
- Convenient prescriptions

With Teladoc, you can talk to a doctor 24/7/365 by phone, online video or mobile app. Use Teladoc for medical advice and care when:

- Your primary care doctor is not open.
- You are at home, traveling or do not want to take time off work to see a doctor.
- You need a prescription or refills\*.

*\*Please note, there is no guarantee you will be prescribed medication.*

### Highly qualified, experienced doctors

When you use Teladoc, your medical questions will be answered by a highly qualified doctor. Teladoc doctors are:

- Experienced—with an average of over 10–15 years in practice.
- Progressive—using the latest technology to provide excellent care.
- U.S. board certified and state licensed.
- Specially trained in telemedicine.

Contact a Teladoc physician at **1.800.362.2667**, or by visiting [www.Teladoc.com](http://www.Teladoc.com).

### There's more than one way to reach a doctor



**By phone.** Just call **1.800.362.2667**.



**Online.** Simply request a video consultation online at [www.Teladoc.com](http://www.Teladoc.com).



**On the go.** You can download the Teladoc mobile app by visiting the App Store or Google Play.

## How to register for Teladoc

You can use Teladoc anywhere you have Internet access. Just:

1. Visit [www.Teladoc.com](http://www.Teladoc.com) and click *Set Up Account*.
2. Enter your name, date of birth, ZIP code, email address, preferred language and gender and click *Continue*. The system will identify you based on this information. If you're unable to be identified, you'll be directed to Teladoc Customer Service.
3. On the next screen, enter the required information and click *Set up my account*. Your registration is now complete!

Then, you can complete your profile by clicking on *My Medical History*. You can enter your history right after registering or you can come back to finish it later. By finishing it when you register, you'll be ready to request a consultation any time and you won't have to fill out your medical history when you're feeling sick.

If you have any questions, or run into any problems when setting up your account, call Teladoc at **1.800.DOC.CONSULT (1.800.362.2667)**.

