

# Access to medical care, anytime, anywhere



Invest in the health of  
your employees

**90%**

MEMBER SATISFACTION<sup>1</sup>

**92%**

RESOLUTION RATE<sup>2</sup>

Our General Medical service gives members 24/7 on-demand access to board-certified doctors by phone, video or mobile app. That means no more costly trips to the emergency room for non-emergency conditions or wasted time waiting at the doctor's office.

Members can request a visit and speak with a doctor in minutes from the comfort of their own homes. They can get a diagnosis for a broad array of healthcare issues—from cold and flu, sinus infection, allergies and so much more.

## How it works



### Register

Members register themselves and their children. Then they fill out a quick general health summary questionnaire



### Request a visit

Members request a visit through the phone, we or app. They can have an on-demand doctor visit or schedule one for later



### Visit

The consulting physician will ask questions about the member's health, diagnose the condition or problem and provide treatment.



### Get a diagnosis

The physician will post a visit summary to the member's file for easy reference, anytime.



I have had multiple employees reach out to thank me for letting them know about Teladoc. Teladoc has helped T-Mobile save more money each year we have been with them. Our ER visits and absenteeism are all down.

**T-Mobile HR executive**

## Benefits

### Convenience

Members have 24/7 access to care for a wide variety of skin issues by web or mobile app.

### Clinical quality

The U.S. board-certified physicians in our network have an average of 20 years' experience and deliver the highest-quality care—resolving 92% of cases on the first visit.

### Value

Teladoc Health's surround-sound engagement approach reaches employees with relevant messages when and where they need them most.

## Additional services

### Mental Health Care

Access to convenient, confidential and quality mental health treatment by video, available 7 days week.

### Dermatology

Access to board-certified dermatologists by web or mobile app who can review imagery and prescribe approved medications within two business days.

### Caregiving

Enables members to extend the Teladoc General Medical service to someone they care for with two- or three-way video or phone visits with a licensed doctor.

<sup>1</sup>Teladoc Member Satisfaction Survey, 2012-2019

<sup>2</sup>Veracity Analytics study, 2016

## ENHANCE YOUR BENEFITS

### Contact your Aetna account manager today

**About Teladoc Health:** Teladoc Health is transforming the healthcare experience and empowering people everywhere to live healthier lives. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages more than a decade of expertise and data-driven insights to meet the growing virtual care needs of consumers and healthcare professionals.