

# Pediatric

## Frequently Asked Questions

### **What is Teladoc?**

Teladoc provides 24/7 access to U.S. board-certified doctors by phone or video for many non-emergency illnesses, including flu, allergies, sinus infections, pink eye, and more.

### **Who are the Teladoc doctors?**

Teladoc doctors are U.S. board-certified internists, family practitioners, and pediatricians. They average 20 years of experience and are licensed to practice in your state.

### **Does Teladoc replace my child's doctor?**

No. Teladoc doesn't replace your primary care doctor. Teladoc should be used for non-emergency illnesses when it is not convenient to get to the doctor or it is outside of regular office hours.

### **How do I connect with a Teladoc doctor?**

You can connect with a doctor via phone or video.

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

Visit the website listed below and click "Member Login." You can also download the mobile app or call the number below.

### **How do I request a consult?**

Log in to your account online or via the app and click "Request a Consult." You can also request a consult by calling the number below.

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

Yes, Teladoc doctors can prescribe medication when medically necessary.

Visit [teladoc.com/prescription-policy.com](https://teladoc.com/prescription-policy.com) for details.

### **What ages are covered by Teladoc?**

Our pediatricians treat children of all ages—from newborns through age 17. We also have physicians who can care for patients who are older than 17.

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

A parent, guardian, or authorized consentor can request a consult for the child or minor. Dependents under the age of 18 cannot request a consult directly.

### **Who is an authorized consentor?**

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

### **How is an authorized consentor assigned?**

Log in to your account and click "My Family," or you can call Teladoc.

### **Can my child's pediatrician or primary care doctor receive a record of the Teladoc visit?**

Yes, with your permission we will send an electronic health record to your child's pediatrician or primary care doctor.

## **Talk to a doctor for free**

 [Teladoc.com](https://teladoc.com)  1-800-TELADOC (835-2362)  |  Download the app

