

Teladoc™ offers you the convenience of 24/7 access to U.S. board-certified physicians either a phone call or a click away. Physicians can discuss symptoms, recommend treatment options, diagnose many common non-emergency conditions and prescribe medication when medically appropriate. It's health access at the palm of your hand.

For household plans, the primary member will be prompted to add dependent information at the time of account registration. All dependents over the age of 18 will be e-mailed their personal account credentials to register once added under the primary member's account.

Common Conditions Include:

- *Cold & Flu Symptoms*
- *Respiratory Infection*
- *Bronchitis*
- *Allergies*
- *Sinus Problems*
- *Urinary Tract Infection*
- *Pink Eye*
- *Rash & Skin Irritations*

Once account registration is complete, you can request a consultation from a doctor at anytime. Consultations by phone or video are free of charge. Members can request a consultation and speaking with a representative, or by logging on to the website and clicking **"Request a Consult"**. During the consultation scheduling process, members will be requested to update their medical history, which can be updated online under the **"My Medical History"** tab or by phone when requesting your consult. Your medical history provides Teladoc doctors with the information they need to make an accurate diagnosis.

Consultations will take place within as little as 30 minutes to 1 hour guaranteed of the initial request or during the scheduled timeframe selected. If a medication is prescribed during the consult, electronic prescriptions can be sent to your local pharmacy of choice for pickup.

Another convenient benefit of Teladoc is access to your electronic medical record at any time. You can download a copy online from your account or calling Teladoc to have your medical record mailed or faxed to you. With your consent, Teladoc is happy to provide information about your Teladoc consult to your primary care physician. All consult history is securely stored in your member portal for easy access from anywhere.



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