



# Telemedicine

## What to know about this benefit



### Are you struggling to:

- Get a timely appointment with a healthcare provider?
- Make the travel and time commitments that visiting a healthcare provider entails?
- Resolve medical concerns and receive prescriptions quickly?

**Telemedicine offers 24/7, round-the-clock access to a healthcare provider with Canadian and U.S. wide prescription services by web, phone, or mobile app.**

**90%**

member  
satisfaction

**92%**

of issues resolved  
in the first visit

### When should you use Telemedicine?

Teladoc Health's Telemedicine should be used for general medical concerns, including seasonal allergies, aches, coughs, upset stomach, constipation, fever, sinus infection, runny nose, rash, COVID-19 concerns, and more.

### How does the process work?

You can access Telemedicine via the Teladoc Health app, website or phone. On the app, register your account, then select "General Medical Care" on the home screen. Select if you would like to connect with a healthcare provider via phone or video, whether you would like to see a healthcare provider on-demand or via appointment, and fill in the clinical information requested. A Teladoc Health healthcare provider will then connect with you as soon as possible or at your chosen appointment time. If needed, the healthcare provider will send any applicable prescriptions directly to your pharmacy of choice.

### How much does Telemedicine cost?

This service is provided to you free of cost by your employer or insurer. Prescription costs will be determined by your benefits plan at pickup.

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## Avoid the wait and start your journey to better health.

Visit [TeladocHealth.ca](https://TeladocHealth.ca) | Call 1-877-419-2378 | Download the Teladoc Health app

