

# Teladoc

24/7 physician access is just a call or click away



**Medical consultations by telephone are not new. In fact, more than 36 million Americans have been treated using this approach over the past 10 years. UMR now offers this cost-effective delivery system along with online video consultations to plan sponsors through Teladoc.**

Teladoc is a national network of U.S. board-certified physicians who use electronic health records, telephone consultations and online video consultations to diagnose, recommend treatment and write short-term, non-DEA-controlled prescriptions, when appropriate. Physicians are available 24 hours a day, 365 days a year. Members of any age can conveniently access quality care from their home, work or on-the-go as opposed to more expensive and time-consuming alternatives like the doctor's office or emergency room.

## **Cost control for you and your employees**

With a flat fee for each and every consultation, Teladoc can help you and your members address the escalating costs of health care. How? By providing a medical care option that costs less and takes much less time on average than a primary care physician visit or trip to the emergency room. Teladoc can also help you increase employee productivity as well as reduce absenteeism.

Whether the consultation fee is paid by the member or the plan sponsor, the end result is a significant savings on health care costs.

## **Addressing access to care**

Through Teladoc, members have access to care seven days a week. Telephonic consultations are available 24 hours a day, 365 days a year. Phone consultations are not available in Idaho or Arkansas. Face-to-face online video consultations with board-certified physicians are available every day between 7 a.m. and 9 p.m. in all local time zones. Video consultations are available in all states except Arkansas and Texas.

With either option, there's no need to leave the house or the office. All that's required is a telephone and for video consultations, a computer, Internet connection and web cam. Now that's convenient access to health care!

Not only that, but members don't have to wait 3-7 days to get an appointment with a doctor. After the member requests a medical consultation, the average time for a return call from a Teladoc physician is less than one hour – oftentimes in fewer than 30 minutes. And it gets better. Teladoc guarantees a return call within one hour or the medical consultation is free.

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## **About Teladoc**

Teladoc provides a network of state-licensed primary care physicians providing cross-coverage consultations seven days a week. Teladoc physicians diagnose routine, non-emergency, medical problems via telephone or online video consultation, recommend treatment and prescribe short-term, non-DEA-controlled medication when necessary. For more information about Teladoc, visit [www.Teladoc.com](http://www.Teladoc.com)



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## Prompt care guaranteed

After the member requests a medical consultation, the average time for a return call from a Teladoc physician is less than one hour. In fact, Teladoc guarantees a return call within one hour or the medical consultation is free.

**Disclaimers:** Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written and operates subject to state regulations. Teladoc does not prescribe DEA-controlled substances. Teladoc physicians reserve the right to deny care for potential misuse of services. Teladoc, Inc. © 2013

### How does Teladoc work?

Becoming a member is simple and convenient.

#### Registration

- The member completes an online medical history disclosure (MHD)
- Teladoc builds a portable, HIPAA-compliant electronic health record (EHR)

#### Consultation by phone

- The member calls Teladoc to request a consultation. Note – consultations may also be requested via the member's online account
- The Teladoc member is placed in the consult queue for pickup by a U.S.-based, board-certified physician. The physician reviews the EHR, including the medical history, before placing a call to the member
- The physician concludes the consult and documents notes into the member's EHR. If appropriate, a Teladoc nurse will call in a prescription into the member's pharmacy of choice

#### Consultation by online video

- The member calls Teladoc to request a consultation. Note – consultations may also be requested via the member's online account
- The member is placed in the consult queue for pickup by a U.S.-based, board-certified physician
- An appointment reminder notification will be sent prior to the consultation
- The physician reviews the EHR, including the medical history, before placing a call to the member

- The member accesses the consult through their Teladoc online account and telephone
- If appropriate, a Teladoc nurse will call in a prescription into the member's pharmacy of choice

#### Post consultation

- The physician updates the member's medical record
- Teladoc generates a customer survey via email or mail within three days

### What is a medical history disclosure (MHD) and electronic health record (EHR)?

An MHD is similar to the information an individual provides during his or her first visit to a PCP. It includes past medical history, previous surgeries, chronic illnesses, medications, allergies, etc.

An EHR is the member's medical history plus all previous Teladoc consultation notes. The EHR is stored on a HIPAA-compliant secure server and available to members online. This makes the EHR portable so members can access it real-time and share it with their primary care physician.

For more information about Teladoc services available through UMR, contact your UMR sales representative or account manager.



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