



# Telemedicine Services

## Offering a new front door to healthcare in Canada.

Telemedicine Services offers convenient access to quality healthcare when and where members need it most.

Members can visit with a certified physician by phone or video for a broad array of episodic healthcare issues. During the visit, they can receive a diagnosis, treatment recommendation and even be prescribed medicine when necessary.

With Telemedicine Services, members can stop waiting for care and get back to feeling better, faster. And clients benefit by seeing an increase in productivity and a decrease in absenteeism.

**\$338,000**

total cost incurred by employers per 1,000 employees in annual productivity losses

**\$2.7B**

lost by employers per year due to family-related health issues

**50%**

of Canadians are not able to schedule a doctor's appointment on the same or next day

## How it works



### Initiate

The member completes a medical history, similar to paperwork requirements at a doctor's office.



### Request

The member requests an appointment that is scheduled within one hour, or they can schedule an appointment for a time that's convenient.



### Visit

A physician reviews the medical history and any uploaded images and contacts the member via their preferred method.



### Resolve

A physician diagnoses the member and, if necessary, provides ongoing treatment plans.



### Prescribe

If medication is prescribed, the prescription is sent to the member's pharmacy of choice.

## Benefits

### Convenience

Members have 24/7 access to Teladoc Health by phone, web or app wherever they are located.

### Greater access

Visits happen within an hour of contact or are scheduled for a convenient time for the member, so members can get the care they need when they need it without the long wait.

### Clinical quality

Each doctor is board certified by the College of Family Physicians of Canada to ensure the highest standards of quality.



“I have had multiple employees reach out to thank me for letting them know about Teladoc. Our absenteeism and presenteeism are all down.” **Benefits executive**

## Support features

- Members have 24/7 access to Teladoc Health by phone, web, or mobile app, with a one-hour visit turnaround time
- Services are available in English and French
- When necessary, prescriptions are sent to the member’s pharmacy of choice
- Teladoc Health provides engagement support to create awareness and drive utilization
- National Canadian coverage, with doctors licensed in all provinces
- Members are also covered by the same convenient service when they travel to the U.S.

### LEARN MORE

[TeladocHealth.com](https://TeladocHealth.com) | [engage@teladochealth.com](mailto:engage@teladochealth.com)

#### About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

