



## Don't wait to feel better... call a doctor!

Did you know you have access to 24/7 doctor visits over the phone (and you can get a prescription, if needed) at no cost to you?



Do you know what people usually say **BEFORE** they use Teladoc?

*"HMMM, I don't know if that'll work."*

Do you know they usually say **AFTER** a Teladoc visit?

*"WOW! That was easy! I'm totally doin' that again!"*

5 million Americans use it. 95% member satisfaction rate.

Here're two pieces of advice:

**1** Have you completed your Teladoc account setup? If not, take 10 minutes and do it now when you're healthy! Everything you need is in your Info Booklet. If you don't have your Info Booklet, just call 1-855-647-6762 for help.

**2** When you or someone in your family isn't feeling well and you're considering a visit to the doctor/ER/Urgent Care, when you need advice, when you have a medical question....STOP and request a consult!

Hey, it doesn't cost you anything to use!

Read page 2 for answers to the most popular Teladoc questions.



**Mike:** "I was going to see my family in a town that was a 5 hour drive from my home. About 30 minutes into the drive, my back started to spasm. Which is normally the start of something much worse unless I handle it quickly. Instead of having to wait 5+ hours to even try to get to a doctor, I called Teladoc while on my ride.

They called me back about 20 minutes later, asked a bunch of questions and called in a prescription to a pharmacy right by my destination. I was able to pick it up before seeing my family and had a great visit (vs. what it could have been). What an amazing service to have!"

©2013 Teladoc, Inc. All rights reserved. Teladoc and the Teladoc logo are registered trademarks of Teladoc, Inc. and may not be used without written permission. Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc operates subject to state regulation and may not be available in certain states. Teladoc does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs, which may be harmful because of their potential for abuse. Teladoc physicians reserve the right to deny care for potential misuse of services. Teladoc phone consultations are available 24 hours, 7 days a week while video consultations are available during the hours of 7am to 9pm, 7 days a week.

**This is not insurance nor is it intended to replace insurance. This discount card program contains a 30 day cancellation period.** This plan provides discounts at certain healthcare providers for medical services. This plan does not make payments directly to the providers of medical services. The plan member is obligated to pay for all healthcare services but will receive a discount from those healthcare providers who have contracted with the discount plan organization. For a full list of disclosures please visit, [www.dmpdisclosures.com](http://www.dmpdisclosures.com). Discount Medical Plan Organization: New Benefits, Ltd., Attn: Compliance Department, PO Box 671309, Dallas, TX 75367-1309.



## Q&A About Using Teladoc

### Q: Why should I call Teladoc?

#### Answer:

- 24/7/365 access to a doctor online or by phone.
- Fast treatment. Teladoc doctors respond within 22 minutes, on average.
- Talk to a Teladoc doctor from anywhere: at home, work, or while traveling.
- Save money by avoiding expensive urgent care or ER visits.

### Q: When should I call Teladoc?

#### Answer:

- When you need care NOW
- If you're considering the ER or urgent care center for non-emergency issues
- On vacation, on a business trip, or away from home
- For short-term prescription refills

### Q: What can the Teladoc doctors treat?

#### Answer:

- Allergies
- Cold & flu
- Bronchitis
- Sore throat
- Ear Infection
- Respiratory infection
- Sinus problems
- Urinary tract infection
- Pediatric care
- Poison ivy
- Pink eye
- and more...

### Q: Who are the Teladoc doctors?

#### Answer:

They are U.S. board certified in Internal Medicine, Family Practice, Emergency Medicine, or Pediatrics. They average 15 years practice experience & are licensed in your state. Our doctors incorporate Teladoc into their day-to-day practice as a way to provide people convenient, affordable access to quality medical care.

### Q: Does Teladoc replace my doctor?

#### Answer:

No. Teladoc doctors do not replace your primary care physician. Instead, use us when you need immediate care for non-emergency medical issues. It is an affordable, more convenient alternative to urgent care and ER visits.

### Q: How do I set up my Teladoc account?

#### Answer:

It's quick and easy. Just follow the instructions in your

Info Booklet (or call 1-855-647-6762 if you don't have your booklet). Then, complete your medical history online or have a Teladoc representative complete your medical history over the phone.

### Q: How do I request a visit with a doctor?

#### Answer:

It's easy! Just log in to your account at [www.teladoc.com](http://www.teladoc.com) and click 'Request a Consult' or call 1-800-Teladoc any time day or night.

### Q: How quickly can I talk to the doctor?

#### Answer:

A doctor will call you back within 22 minutes, on average. If you miss the doctor's call (whether you are away from the phone or you have an anonymous call blocker on) you will be returned to the bottom of the waiting list. The consultation request is cancelled if you miss three calls.

### Q: Can I provide visit info to my doctor?

#### Answer:

Yes. You have access to your portable electronic medical record at anytime. Download a copy from your online Teladoc account or call 1-800-Teladoc and ask to have your medical record mailed or faxed to you.

