



GENERAL MEDICAL

# Access to medical care, anytime, anywhere



## General Medical key outcomes

\$465

AVERAGE CLAIMS SAVINGS PER VISIT

90%

MEMBER SATISFACTION

92%

RESOLUTION RATE ON FIRST VISITS

### Convenient, quality healthcare at your fingertips

General Medical gives members convenient access to low-cost, high-quality virtual care for a broad range of everyday healthcare issues, from cold and flu to a rash or sunburn.

By giving members access to board-certified doctors anytime, anywhere, members can avoid unnecessary trips to the doctor's office and costly visits to the emergency room. With virtual visits available in a number of languages through an interpreter, including American Sign Language (ASL), physicians can provide a diagnosis and treatment, and prescriptions when necessary, via phone or video. And with the Caregiving feature, members can request three-way visits to help manage loved ones' care.

## How it works



### Initiate

The member initiates through app, web or phone.



### Request

The member requests an on-demand visit or schedules a visit at their preferred time.



### Visit

The member visits with the physician via phone or video.



### Resolve

The physician will post a visit summary to the member's file and send a prescription to their local pharmacy if necessary.



## Benefits

### Convenience

Members love the 24/7 access to care by web, phone or our award-winning mobile app.

### Clinical quality

The U.S. board-certified physicians in our network have an average of 20 years' experience and deliver the highest-quality care.

### Value

Teladoc Health drives 4x greater utilization than the industry average<sup>1</sup> by employing smart engagement strategies and delivering a seamless member experience.



I have had multiple employees reach out to thank me for letting them know about Teladoc. Teladoc has helped T-Mobile save more money each year we have been with them. Our ER visits and absenteeism are all down.”

**HR Executive,**  
T-Mobile

## Resolution for a wide range of everyday conditions:

Flu	Nasal congestion	Backache
Cough	Sore throat	Rash/poison ivy
Sinus problems	Sinusitis	Bug bites
Upper respiratory infection	Seasonal allergies	Food poisoning
Pink eye	Cold	Sunburn
Bronchitis	Arthritis	And more

<sup>1</sup>National Business Group on Health. 2018. "2019 Large Employers' Health Care Strategy and Plan Design Survey," September 10, 2018. <https://www.businessgrouphealth.org/resources/2019-large-employers-health-care-strategy-and-plan-design-survey>. The study cites average telehealth utilization amongst large employers at 2.5% while the Teladoc Health average U.S. utilization (excluding Amerigroup and visit-fee-only members) was almost four times the national average at 9.4%.

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

**About Teladoc Health:** Teladoc Health is transforming the healthcare experience and empowering people everywhere to live healthier lives. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages more than a decade of expertise and data-driven insights to meet the growing virtual care needs of consumers and healthcare professionals.

