

# General Medical



## 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 ASL, physicians can provide a diagnosis and treatment, and prescriptions when necessary, right over the phone or video. And with the Caregiving feature, members can request three-way visits to help manage loved ones' care.

\$472

Average claims savings per visit

90%

Member satisfaction

92%

Resolution rate on first visits

## How it works



### Initiate

The member initiates through app, web, or phone.



### Request

The member requests an on-demand visit or schedules a 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.

0050



## Benefits

### Convenience

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

### Clinical quality

Our network of U.S. board-certified physicians 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.”

**T-Mobile HR executive**

## Resolution for a wide range of non-emergency conditions:

Flu

Cough

Sinus problems

Upper respiratory infection

Pink eye

Bronchitis

Nasal congestion

Sore throat

Sinusitis

Seasonal allergies

Cold

Arthritis

Backache

Rash/poison ivy

Bug bites

Food poisoning

Sunburn

And more

<sup>1</sup>The National Business Group on Health. 2019. Large Employer Health Care Strategy and Plan Design Survey 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

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### 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.