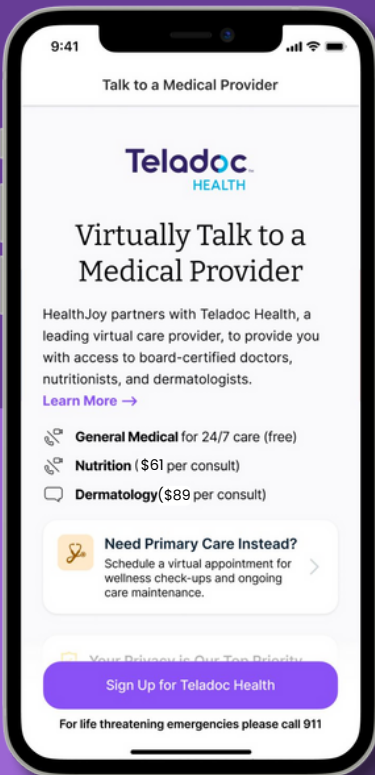
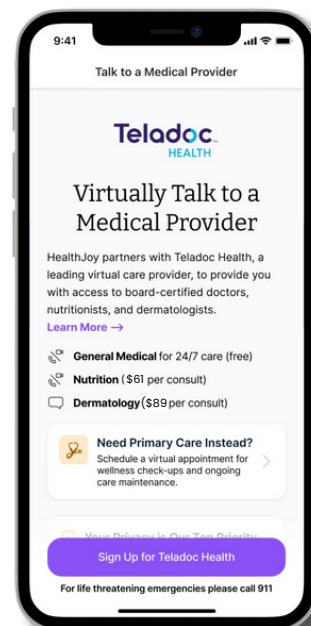




General Medical

General Medical

General Medical provides critical care 24/7 for non-emergency conditions like cold and flu, sinus infections, and allergies, as well as care for specialty needs such as dermatology and nutrition consultations.



Request an on-demand visit or schedule a visit at your preferred time

Secure a telemedicine visit available in several language options via interpreter, including American Sign Language (ASL)



Connect with U.S. board-certified physicians with an average of 20 years' experience

Avoid trips to the doctor's office and costly visits to the emergency room



General Medical

How It Works

- Access the service through the HealthJoy home screen and quickly connect with a licensed care provider via phone or video for a broad range of everyday healthcare issues, from cold and flu to a rash or sunburn, as well as dermatology and nutrition consultations
- Request an on-demand visit or schedule a visit at your preferred time. Receive a diagnosis as well as treatment, and prescriptions when necessary
- Receive a visit summary to your file and send a prescription to your local pharmacy if necessary

Outcomes

90%

**Member
satisfaction**

92%

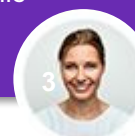
**Resolution rate on
first visits**

\$465

**Average claims
savings per visit**

“With five kids at home you can imagine the amount of time spent at doctors’ offices as they spread the flu to each other. I can set up an appointment and never leave home. This service is a lifesaver.”

– **Misty, General Medical User**



General Medical FAQs

When should I use General Medical services?

You should choose General Medical any time you want to talk to a doctor in minutes about non-emergency health issues like sinus problems, respiratory infections, allergies, flu symptoms, rashes and many other illnesses. Doctors are available 24/7 within the HealthJoy app. Your doctor will diagnose your symptoms and provide a treatment plan, which may or may not include a prescription.

Can Teladoc Health handle emergency situations?

You should not use Teladoc Health if you are experiencing a medical or mental health emergency. In the event of a medical emergency, please call 911.

Will I talk with a real doctor?

The providers in our General Medical care offering are board-certified internists, family doctors, psychiatrists, dermatologists and pediatricians licensed to practice medicine in the U.S. When you request a visit, Teladoc Health will connect you with a doctor licensed in your state or province.

All providers can diagnose, treat and prescribe medications for common, non-emergency health issues by phone or video.

Does the doctor review my medical history before a visit?

You will complete a brief medical history prior to requesting your first visit. This is similar to filling out forms before an in-person doctor visit. You can update your medical history at any time within the HealthJoy app.

Your medical history is stored on Teladoc Health's HIPAA-compliant, encrypted central server. Before each visit, the doctor will review your medical history with a specific focus on chronic illnesses, current medications, allergies and changes in your medical condition.

Can I request a specific doctor? Depending on the plan your employer is on, you may be able to select a specific doctor for your visit. All Teladoc Health doctors are board-certified, and state licensed. To become an official Teladoc Health doctor, they go through a credentialing process. All Teladoc Health doctors are thoroughly trained on how to provide the best virtual care experience.