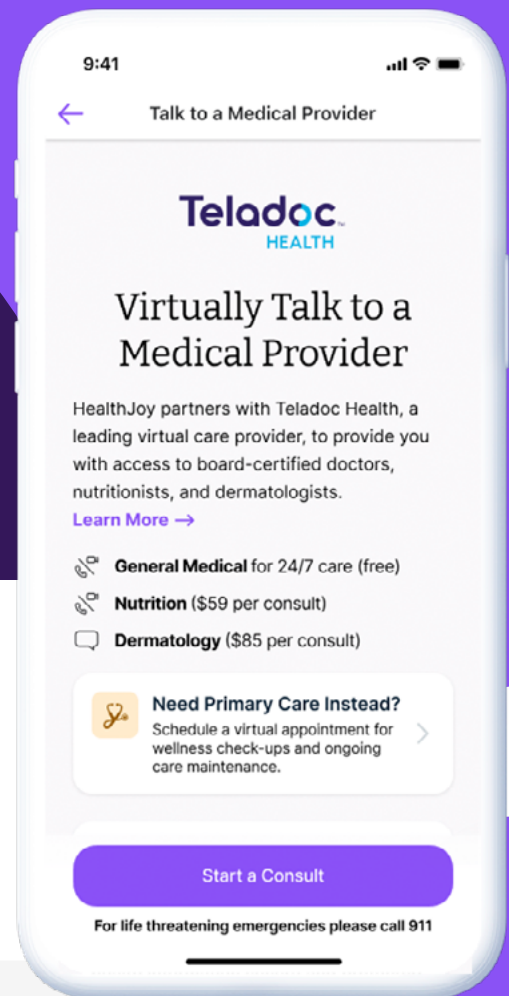




# General Medical

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



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



Using interpreters allows us to provide several language options for our telemedicine visits, including ASL.



Connect with US board-certified physicians with an average of 20 years' experience

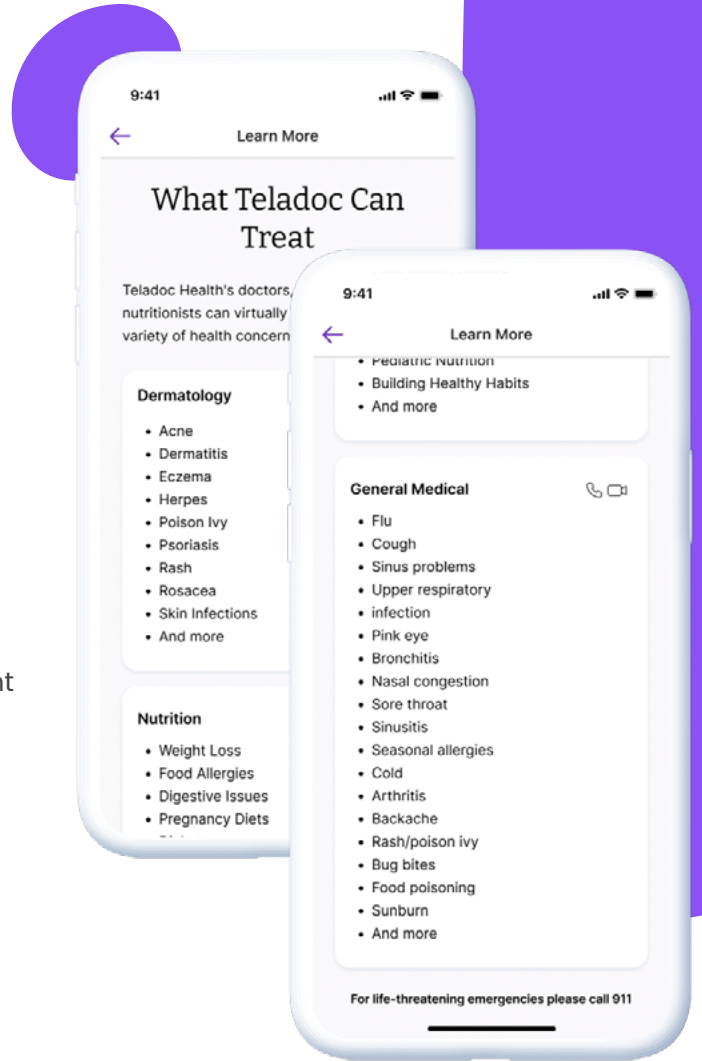


Avoid trips to the doctor's office and costly visits to the emergency room

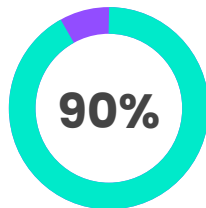


## How It Works

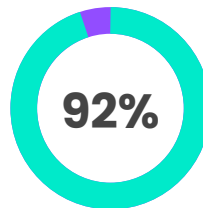
- Access the service through the HealthJoy home screen to quickly connect with a licensed care provider via phone or video. They can help with an array of everyday issues that range from cold and flu, to a rash or sunburn.
- Request an on-demand visit or schedule a visit at your preferred time. Receive a diagnosis, treatment plan, and even a prescription if necessary.
- Receive a visit summary to your file and send a prescription to your local pharmacy if necessary.



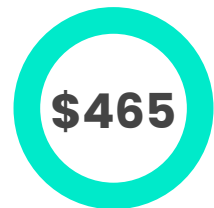
## Outcomes



Member satisfaction



Resolution rate on first visits



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. In the event of a mental health emergency, call 988.

## 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 US. 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, all providers must undergo a thorough credentialing process. All Teladoc Health doctors are thoroughly trained on how to provide the best virtual care experience.