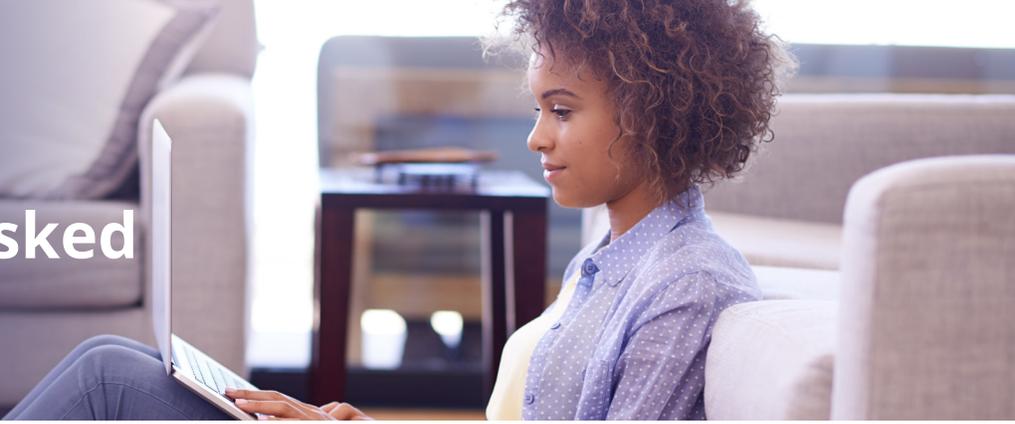


Frequently Asked Questions



What is Virtual Care by TDH?

Virtual Care by TDH is a cash pay healthcare service that provides access to on-demand quality care, 24/7/365, from the convenience of your smart phone or computer—without putting yourself or others at risk. Licensed physicians can answer questions about the coronavirus (COVID-19), evaluate your risk and resolve routine medical issues. If medically necessary, a prescription will be sent to your select pharmacy.

What kind of medical care does Virtual Care by TDH provide?

Virtual Care by TDH provides general medical care for many non-emergency illnesses such as the flu, sore throat, sinus infection, seasonal allergies, along with screening for COVID-19 symptoms.

What is coronavirus (COVID-19)?

COVID-19 is a respiratory illness caused by a coronavirus. It is contagious and includes symptoms like fever, cough, and shortness of breath. U.S. health officials have advised that Americans should be prepared for significant disruptions due to the COVID-19 outbreak.

Who are the doctors?

Virtual Care by TDH is staffed with U.S. board certified doctors and may be conducted by Teladoc Health or your healthcare organization's physician network. All physicians, regardless of network affiliation, can diagnose, recommend treatment, and prescribe medication for many non-emergency medical illnesses.

Does Virtual Care by TDH replace my doctor?

No. Virtual Care by TDH does not replace your primary care doctor or your minor's pediatrician. Virtual Care by TDH should be used when you need immediate care for non-emergent medical issues. It is an affordable, convenient alternative to urgent care and ER visits.

How do I set up my Virtual Care by TDH account?

Setting up your account is a quick and easy process. Download Virtual Care by TDH on the App store or Google Play. Or, you visit www.VirtualCarebyTDH.com. Click "Register Your Account" and follow the step-by-step instructions. During the registration process, you will be requested to enter a "Access Code". This will be given to you by your healthcare organization.

What ages are covered by Virtual Care by TDH?

Virtual Care by TDH provides quality care for all patient age groups. Children under the age of 18 must be accompanied by a parent or guardian during the virtual visit.

How do I request a visit to talk to a doctor?

Log into your account from the Virtual Care by TDH website or mobile app and click "Request a Visit". The application will walk you through a step-by-step process to request a visit, where you will be placed into the virtual waiting room until the next doctor is available.

How quickly can I talk to the doctor?

As the coronavirus outbreak evolves, the need for our care has never been greater. As a result, you may experience extended wait times. Providers are working to deliver the highest-quality care and will connect with you as quickly as possible.

Is there a time limit when talking with a doctor?

Virtual Care by TDH consults have no time limit; you can speak to the doctor for as long as needed.

What if I miss my virtual visit?

You will be notified when the doctor is ready to see you. If you miss your visit, you will be returned to the end of the queue. The visit request is cancelled if you miss three contact attempts from the doctor.

Can Virtual Care by TDH doctors write a prescription?

Yes, Virtual Care by TDH doctors can prescribe short-term medication for a wide range of conditions when medically appropriate. If medically necessary, a prescription will be sent to your pharmacy of choice. **Note:** Substances controlled by the DEA, non-therapeutic and/or certain other drugs which may be harmful because of their potential abuse are not prescribed.

What does a virtual visit cost?

The cost of a Virtual Care by TDH visit is determined by your sponsoring healthcare organization, that will provide your visit fee, typically \$45 or less, along with your "Access Code" to set up your Virtual Care by TDH account.

How do I pay for the consult?

You can use your credit card or debit card to pay for the pay for the visit at the time of service.

Does insurance cover the visit cost?

Virtual Care by TDH is a cash pay healthcare service, however, you can print or download a visit receipt if needed from your Virtual Care by TDH account via web or mobile application.

If the Virtual Care by TDH doctor recommends that I see my primary care physician or a specialist, do I still have to pay the visit fee?

Yes. Just like any doctor appointment, you must pay for the visit regardless of the doctor's recommendation.

For a pediatric visit, will the child interact or speak to the doctor directly?

The child must be present during the video visit; however, the level of child involvement is at the discretion of the doctor. In all cases, the doctor will speak directly with the parent or guardian.

Can I provide virtual visit information to my doctor?

Yes. You have access to your electronic medical record at any time via web or mobile application. Log into your account and view your visit history to download a copy of your visit information.

Where can I go for additional help with my account?

Due to the high demand for healthcare nationwide, our support team is experiencing longer than usual wait times. If you are unable to request a visit or have a prescription issue, please call 855-511-6502. If your need is not time sensitive, you can email virtualcarebyteladoc@teladoc.com. We appreciate your patience and will connect as quickly as we can.