

# Teladoc member

## Frequently Asked Questions

### How can Teladoc help?

Teladoc offers convenient access to quality healthcare when and where you most need it.

By scheduling a visit with a Canadian board-certified and licensed healthcare provider, you can be diagnosed, treated, and prescribed medication if necessary.

### What can I use Teladoc for?

Teladoc can resolve a broad array of episodic healthcare issues, including sinus problems, allergies, flu symptoms, and much more. We aim to eliminate the need for long waits for a general practitioner or in the emergency room. We're here to help you feel better, faster, and get you back to living your life.

### How do I know if I have access to Teladoc?

Teladoc is made available to you by your employer group or insurer. To find out if you have access to Teladoc, please call us at 1-877-419-2378.

### How do I set up my account?

To set up your account, please first check that your employer group or insurer offers Teladoc's services. From there, download the Teladoc app on your mobile device and click "Set Up Account" or visit [TeladocHealth.ca](https://TeladocHealth.ca).

### How do I access Teladoc?

The service can be accessed by phone, web, or the Teladoc app, and visits are available by either phone or video.

### How much does it cost?

Free—There are no visit fees when using Teladoc.

### Can my family use Teladoc?

This varies depending on your specific Teladoc plan. Most plan designs allow you to use the Teladoc service for you, your spouse, and your dependents.

### How do I schedule a visit?

To schedule a visit, log in to your account at [TeladocHealth.ca](https://TeladocHealth.ca) or the Teladoc mobile app and click the "Request a Visit" button.

We will gather a few details from you before confirming your visit. This includes your reason for visit, preferred time of the visit (within an hour or scheduled), as well as your desired method of visit (phone or video).

The appointment can be booked up to 48 hours in advance and between 7:00 a.m.-9:00 p.m.

### **Who are the Teladoc healthcare providers?**

Teladoc healthcare providers are Canadian board-certified and licensed medical healthcare providers, general practitioners, and nurse practitioners, specializing in internal medicine, pediatrics, emergency medicine, and family medicine. They are licensed to practice in one or more provinces.

### **Can Teladoc physicians prescribe medications?**

Yes, when medically appropriate, doctors can prescribe medications.

### **Can I use Teladoc when visiting the United States?**

Yes. You can use Teladoc when visiting the United States.

To schedule a visit when in the U.S., call our local member services team, available 24/7 at 1-877-419-2378. You will be connected to one of our U.S. network-board certified internists, family doctors, or pediatricians licensed to practice medicine in the U.S.

If a Teladoc practitioner prescribes a medication while you're visiting the United States, please consult your travel coverage provider prior to filling the prescription as coverage may differ or fees may apply.

### **Who should I contact if I have questions or encounter an issue?**

We aim to make your experience with us as seamless as possible. If you have any further questions or encounter an issue, please visit our website at [TeladocHealth.ca](https://TeladocHealth.ca) or call our member services team at 1-877-419-2378.

**Visit [TeladocHealth.ca](https://TeladocHealth.ca) | Call 1-877-419-2378 | Download the app**

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