

## Higher demand for services resulting in longer than usual Teladoc wait times

Due to the high demand for health care nationwide, people are experiencing longer than usual wait times – both at in-person care sites in their communities and at Teladoc. We expect that health care needs will continue to escalate.

Here are some tips from Teladoc to help you prepare:

- If you are new to using Teladoc, start by visiting our website for answers to frequently asked questions
- For fastest support, we encourage you to contact Teladoc by mobile app or web. You can download the app on the App Store or Google Play
- Before your first virtual visit, you need to set up a Teladoc account and share your medical history on the app or on our account setup page. Completing this step in advance accelerates visit requests
- If you choose to call Teladoc, we have implemented technology that enables you to request a callback from a service representative to help register, request a visit, or get support rather than waiting on hold
- After a visit request is initiated, you are encouraged to be available and ready to promptly answer our callbacks, as requests will be considered cancelled after two unanswered callback attempts by a doctor. In unique circumstances where a doctor is unable to connect with you after at least one callback attempt during a 10-hour period, we will cancel the visit request and communicate that change to you by email.
- We recognize that unexpected wait times can be frustrating, especially when you are not feeling well, so we have updated our phone, web, and app messaging to help you understand that we are experiencing higher than usual call volumes. On web and app, our wait time estimator helps you to anticipate the expected time for a callback from a doctor.