

Attention: UMR groups that have TelaDoc:

Question to Teladoc: Can you confirm if Teladoc physicians can order the COVID-19 test, or will they direct patients to their PCPs to have the test ordered? Thanks!

Answer: Teladoc does not order testing for the member.

If a patient presents symptoms and risk factors consistent with COVID-19, our doctors will help guide patients to the next step for care and testing as follows:

- We will contact the appropriate public health department in accordance with local reporting requirements. The public health department may contact the patient directly to initiate diagnostic testing, conduct contact tracing, and/or offer guidance on at-home self-monitoring, at-home supervised isolation, or quarantine requirements.
- While no specific treatment for COVID-19 infection is indicated at this time, Teladoc Health care providers will provide up-to-date, evidence-based supportive care to relieve symptoms for affected patients, addressing both physical and mental health needs. Most cases will be mild and safely managed via an at-home care plan. Home care will greatly reduce the chances of viral spread. Patients are encouraged to contact us again, should they have follow-up questions, or in the event that their symptoms progress.
- If the patient would like to proactively pursue in-person COVID-19 diagnostic testing, we will advise individuals to call the local doctor or their state's public health hotline to verify test availability.
- For cases where in-person care is needed, we will navigate patients to appropriate resources and encourage patients to "let them know before you go" so that the in-person care facility can direct them appropriately and minimize potential exposure for others. If the patient needs to be seen and cannot manage on their own, we will follow 911 protocol and our 24/7 support team will help connect the physician, patient, and EMS to communicate that the patient could have COVID-19.

To further support our doctors, we have activated a unique Coronavirus Response Team trained on the latest protocols for local and national notification, testing, and management of people under investigation (PUIs). Staffed 24x7 with experienced nurses, the team has deep experience in public health preparedness and is led by professionals who implemented responses for Ebola and other public health crises globally. Additionally, we have enhanced our platform to specifically address COVID-19 symptoms and help our doctors to triage and track PUIs, then engage Coronavirus Response Team for coordination with the appropriate local public health organization.