

TELEMEDICINE SERVICES CANADA KEY MESSAGES AND FAQ

FOR REFERENCE BY JOHNSTON GROUP ADVISORS – NOT FOR DISTRIBUTION
07/31/2019

KEY MESSAGES

- Teladoc Telemedicine Services offers convenient access to quality healthcare when and where members most need it.
- Teladoc can resolve a broad array of episodic healthcare issues, eliminating the need for long waits for a general practitioner or in the emergency room. Members feel better, faster, and can get back to living their lives.
- With a visit via phone or video with a Canadian board-certified and licensed medical doctor, members can be diagnosed, treated, and prescribed medication if necessary.
- Benefits:
 - With a large operating scale all across Canada, **Teladoc Health can broaden and accelerate access to high-quality care.**
 - With 24/7 access to Teladoc and wait time of less than an hour for a visit, **patients can have a visit with a physician anytime – by phone or video – and be prescribed medication as necessary.**
 - Because all physicians are Canadian board-certified and licensed medical doctors, **patients can expect high-quality care.**
 - Members can receive care in the U.S, **giving them peace of mind when minor illnesses get in the way of their travel.**
- Advantages
 - **Convenience:** Members and their families have 24/7 access to Teladoc by phone or app.
 - **Greater access to care:** Visits with licensed physicians happen within hours of contact - not days or week - so members can get the care they need, when they need it.

- **Clinical quality:** Each physician in Teladoc's Canadian network is a Canadian board-certified and licensed medical doctor delivering care to the highest standards of quality.
-

FREQUENTLY ASKED QUESTIONS

1. What is the official name of the product?

The name of the product as it is sold to Canadian B2B clients is "Telemedicine Services." The consumer facing brand is "Teladoc" (B2C). The product can be referred to by that name such as *"Members can access Teladoc through phone or app."*

2. Why Telemedicine Services?

Telemedicine Services provide convenient access to high-quality care.

3. When will this service be available?

Telemedicine Services are available for September 2019 implementation.

4. What is the value to the member?

Members see value in the access to quality healthcare in the time of need.

5. What engagement materials will be available?

Member-facing materials for Telemedicine Services will be available in the Teladoc Health Engagement Center and clients can use these flyers, postcards, digital displays and OFT emails to engage members and drive awareness and utilization. French and English languages are available.

6. What is the cost of the program to the member?

In the standard program, there is no visit fee charged to the member.

7. Does availability vary by region?

Telemedicine Services are available across Canada.

8. What kind of quality assurance process does Teladoc Health have to ensure our physicians high-quality care?

Our rigorous credentialing process, proprietary clinical guidelines and ongoing quality assurance efforts are a result of our medical advisory committees. We have two physician-staffed medical advisory committees, a Credentialing Committee and a Quality Assurance Committee. We also convened a consensus group of physicians who helped develop our set of proprietary, evidence-based, clinical guidelines for the telephonic and audio-video treatment of common, uncomplicated medical conditions. We apply an extensive QA audit process against those proprietary clinical practice guidelines.

9. Can Teladoc physicians prescribe medications?

Yes, when medically appropriate, doctors can prescribe medications via the Telemedicine service.

10. Can you treat children? What is the youngest age of patient that Teladoc physicians can treat?

We have no minimum age requirements; we can treat children from birth. Our physicians are certified to treat children of any age. However, for very young children, some prescriptions may not be appropriate without a face-to-face visit and we may refer the parent for appropriate diagnosis and medication.

11. How can members access the service?

The service can be access by phone or app, and visits are available by either phone or video.

12. Will employers know the details of a member's visit?

No, all information is completely confidential.

13. How is it possible for a doctor to diagnose a member over the phone and through video and bypass the in-person visit?

Teladoc Health convened a consensus group of physicians who helped develop our proprietary, evidence-based, clinical guidelines for the telephonic and audio-video treatment of common, uncomplicated medical conditions. We train physicians and hold them accountable under Teladoc's ongoing Quality

Assurance monitoring program to practice telehealth and telemedicine in adherence to these guidelines.

As part of the clinical guidelines, Teladoc embeds multiple evidence-based processes into the consultation forms. Prior to the patient receiving a consultation, the patient must complete an electronic health record for the doctor to review prior to the consultation.

Once the patient has a consultation, the doctor has educational hyperlinks, guidelines and protocols. The doctor writes the symptoms and eventually a diagnosis. The key words link the diagnosis or symptoms to more than 100 medical guidelines. These guidelines are subject to the judgment of the board certified, state and provincially licensed medical consultant's experience and wisdom.

Finally, Teladoc's strict protocols prevent the physicians from prescribing medication on the Controlled Drugs and Substances Act (CDSA) list of controlled substances, certain medications for psychiatric conditions, lifestyle medications, and erectile dysfunction medications.

We're committed to delivering high-quality care and more than 92% of patients using Teladoc report that their healthcare needs are resolved in a single visit. A study by the RAND Corporation and published in Health Affairs evaluated Teladoc's quality of care and issued this statement: "It is reassuring that Teladoc patients were less likely than enrollees who used other care settings to have follow-up visits to any setting for a similar condition. If we consider follow-up to be a rough proxy for clinical resolution, there is very little evidence of misdiagnosis or treatment failure in Teladoc visits."

14. How does the telemedicine service relate to the on-going relationship the member has with their family physician?

Because patients access the Teladoc telemedicine service when they cannot get timely access to their family physician, the service reinforces the importance of the in-person family physician relationship at specific stages of the visit. The service compliments the continuum of care provided by the family physician, it does not replace it.

Teladoc completes every visit by asking if the member would like a copy of the visit sent to the member's physician. With the member's permission, Teladoc sends a Clinical Consult Record (CCR) of the visit to the member's physician of choice. This further facilitates continuity of care by reminding the member of his or her existing primary care relationship. The family physician information is a standard component of the Teladoc medical history form. Additionally, the treatment plan provided by the Teladoc physician specifically informs the

patient that if symptoms do not improve within a certain number of hours or days the patient should contact his or her family physician for follow-up care. Using Teladoc's service does not negate the Family Physician from receiving their access bonus from the government which can occur if patients use walk in clinics.

15. How does the telemedicine service differ in Quebec?

Members located across Canada, including those in Quebec, can initiate a case by calling the Teladoc call center or via the app. However due to unique provincial guidelines in Quebec, members may complete their consult with the physician only via video conference, not by phone.