

Expert Medical Services



Resolve healthcare concerns with confidence.

Teladoc Health's Expert Medical Services offers the only physician-led and comprehensive suite of expert virtual care solutions to lead members to resolution for any medical concern, from the first moment of need.

Through an easy entry point by app or phone, members are connected to dedicated physicians who will discuss their needs and determine care, whether they need local, in-network providers, mental health guidance, in-depth reviews from the world's leading experts, and more. And with our hands-on client management team, innovative engagement strategies, and detailed reporting, clients receive the tools they need to succeed.

600K

doctors in the
Find a Doctor network

450+

specialties and subspecialties
in the global expert panel

90%

member satisfaction

How Expert Medical Services works



Initiate

The member provides basic information by app or phone and is matched with a physician.



Intake

The member speaks to the dedicated physician and provides a medical history.



Navigate

The physician helps navigate the member to the appropriate expert services.



Resolution

The member receives a clear path forward to resolve their health concerns.

Benefits

Time with a doctor

Physicians are available to guide and support members throughout the entire process.

Easy access

Convenient initiation by phone or app provides higher member satisfaction and greater utilization.

Resolution

Personalized navigation guides members from start to resolution, delivering confidence and peace of mind.



“I’ve been designing benefits for 20 years, and this solution falls into my top list of programs that I’m proudest of bringing to life.” **Benefits director**

Features



Expert Medical Opinion

Expert evaluation of a diagnosis and treatment plan



Ask the Expert

Personalized responses to complex clinical questions from leading expert physicians



Find a Doctor

Access to the highest-quality local in-network physicians



Treatment Decision Support

Education and guidance on treatment options when surgery is recommended



Behavioral Health Navigator

Expert evaluation of mental health conditions and navigational support



Medical Records eSummary

Collected and organized medical records delivered with a personalized health summary



Critical Case Support

Expert support of treating teams at hospitals during the first crucial hours of complex emergencies

LEARN MORE

TeladocHealth.com | engage@teladochealth.com



About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.