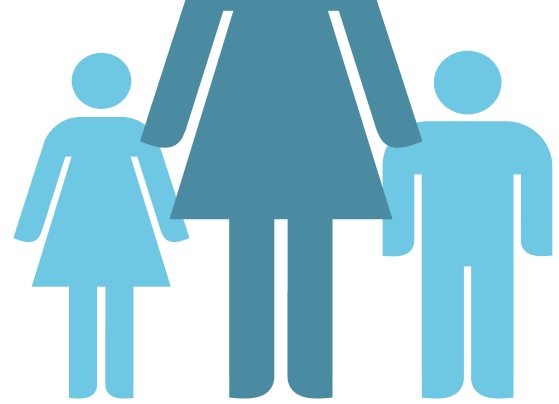


Teladoc Pediatric Network

Frequently Asked Questions



What is Teladoc?

Founded in 2002, Teladoc is the first and largest provider of telehealth medical consultation in the United States, allowing over 3 million members 24/7/365 on-demand access to affordable medical care via phone and online video consultations.

Who are the Teladoc doctors?

Teladoc doctors are U.S. board certified in Internal Medicine, Family Practice, Emergency Medicine or Pediatrics. The average 15 years practice experience and are licensed in your state. Our doctors incorporate Teladoc into their day-to-day practice as a way to provide people with convenient, affordable access to quality medical care.

Does the Teladoc pediatric network replace my child/minor's pediatrician?

No. Teladoc doctors do not replace the pediatrician or primary care physician for any member regardless of age. Teladoc provides medical consultations when your physician is not available. Teladoc should be used when you need immediate care for non-emergent medical issues. It is an affordable, more convenient alternative to urgent care and ER visits.

What ages are covered by Teladoc's pediatric network?

The provides quality medical care for all members of any age.

What services does the pediatric network provide for my child/minor?

Teladoc doctors can recommend treatment, diagnose and prescribe short-term non-Drug Enforcement Agency (DEA) controlled medications, when appropriate. Teladoc can treat conditions including flu, colds, respiratory infections, pink eye and allergies.

Is there a different medical history disclosure (MHD) form for children?

Yes, a pediatric MHD must be completed for all children less than 7 years of age.

How do I request a consultation to talk to a doctor?

Log in to your account at www.Teladoc.com and click **Request a Consult**. Or you can call **1-800-Teladoc** any time day or night.

Who can request a consultation for a child?

The parent, guardian or authorized consentor must request a consultation for the child/minor. Dependents under the age of 18 years may not request a consultation directly.

What is an authorized consentor?

An authorized consentor is an individual the parent or guardian has previously assigned to speak with the doctor on the child's behalf in the parents' or guardians' absence. The authorized consentor must be appointed by the parent or guardian prior to any consultation.

How is an authorized consentor assigned?

Log in to your account at www.Teladoc.com or call **1-800-Teladoc** (835-2362).

Will the child interact or speak to the doctor directly?

The level of child involvement is at the discretion of the doctor; however, the child must be present during the consultations. In all cases, the doctor will speak directly with the parent, guardian or approved consentor.

What has Teladoc put into place to ensure the medical safety of children?

Teladoc maintains a gold standard of service through quality assurance programs for all consultations, regardless of age. This includes the pediatric network, utilizing the Barton D. Schmitt Pediatric Telephone protocols recommended by the American Academy of Pediatrics.

Will Teladoc send consultation information to the pediatrician or primary care physician?

Due to federal HIPAA guidelines, the parent or guardian must authorize Teladoc to submit any medical information to the pediatrician or primary care physician.



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