

# Telemedicine FAQ



## Answers to plan members' frequently asked questions

### How can telemedicine help?

Teladoc telemedicine offers convenient, 24/7 access to quality healthcare when and where you need it most.

By scheduling a visit with a Canadian, board-certified and licensed medical doctor, you can be diagnosed, treated, and prescribed medication if necessary. Please note that Teladoc does not prescribe drugs covered by the Controlled Drugs and Substances Act.

### What can I use the telemedicine service for?

Teladoc telemedicine can help you with a wide range of health issues including sinus problems, allergies, flu symptoms, and much more. It can eliminate long wait times at the doctor's office or in the emergency room. It's here to help you feel better, faster, and get you back to living your life.

The telemedicine service does not deal with medical emergencies. If you have a medical emergency, please call 911.

### How do I schedule a visit?

There are three ways to schedule a visit:

1. Download the Teladoc app.
2. Visit [Teladoc.ca](https://www.teladoc.ca).
3. Call 1 888 983-5236.

Teladoc will gather a few details from you before confirming your visit. This includes your reason for visit, preferred time of the visit (within an hour or scheduled), as well as your desired method of visit (phone or video).

Eligible members can book an appointment with a doctor as soon as possible 24/7 or schedule it up to 48 hours in advance and select the appointment time between 7:00 a.m.-9:00 p.m.

### Who are the Teladoc doctors?

Teladoc physicians are Canadian board-certified and licensed medical doctors in internal medicine, pediatrics, emergency care, and family medicine.

They are licensed to practice in one or more provinces and/or territories.

For plan members

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### Can Teladoc physicians prescribe medications?

Yes, when medically appropriate, doctors can prescribe medications. Teladoc does not prescribe drugs covered by the Controlled Drugs and Substances Act.

### Can I use Teladoc when visiting the United States?

Yes. You can use Teladoc when visiting the United States.

To schedule a visit when in the U.S., log in to your account using the Teladoc app, or by calling 1 888 983-5236.

You will be connected to one of Teladoc U.S. network-board certified internists, family doctors, or pediatricians licensed to practice medicine in the U.S.

### Who should I contact if I have questions or encounter an issue?

We aim to make your experience as seamless as possible. If you have any further questions or encounter an issue, please visit [Teladoc.ca](https://teladoc.ca) or call the member services team at 1 888 983-5236.



**Talking to the doctor has never been easier. Download the app to get started, call 1 888 983-5236 or visit [member.teladoc.ca](https://member.teladoc.ca)**

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