

# TelaDoc

Medical care is just  
a phone call away

*Medical consultations by telephone are not new. In fact more than 36 million Americans have been treated using this approach over the past 10 years. UMR now offers this cost-effective delivery system to plan sponsors through TelaDoc.*

TelaDoc is a national network of primary care physicians (PCPs) who diagnose minor medical problems and recommend treatment by phone. TelaDoc delivers efficient and affordable routine care to members of all ages.

## Cost control for you and your employees

With a flat fee for each and every consultation, TelaDoc can help you and your members address the escalating costs of health care. How? Well, consider this—75 percent of all primary care physician visits can be diagnosed over the phone. And, 25 percent of emergency room visits can be handled by a telephone consultation.

Whether the consultation fee is paid by the member or the plan sponsor, the end result is a significant savings on health care costs.

## Care Comparison

Below is a comparison of costs and time commitments for the most common medical care options.

	PCP	ER	TelaDoc
<b>Average cost</b>	\$100	\$800	\$38
<b>Appointment</b>	3-7 days	N/A	N/A
<b>Time commitment</b>	2 hours	> 6 hours	< 1 hour*

\*No travel/wait time required. Average call back time is one hour.

## Addressing access to care

Through TelaDoc, members have access to care 24 hours a day, 7 days a week and 365 days each year. All that's required is a telephone, so there's no need to leave the house or the office. Now that's convenient access to health care. Not only that, but members don't have to wait three to seven days to get an appointment with a doctor. After the member requests a medical consultation, the average time for a return call from a TelaDoc physician is less than one hour. And it gets better because TelaDoc guarantees a return call within three hours or the medical consultation is free.

TelaDoc is a simple solution that can help you increase employee productivity as well as reduce absenteeism.

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## How does TelaDoc work?

Becoming a member is simple and convenient.

### Registration

- Member completes an online medical history disclosure
- TelaDoc builds a portable, HIPAA-compliant electronic health record (EHR)

### Consultation

- Member calls TelaDoc to request a consultation
- TelaDoc contacts one of its PCPs
- Doctor reviews the medical record before placing a call to the member
- Doctor calls in prescription if needed

### Post Consultation

- Doctor updates the member's medical record
- TelaDoc generates a customer survey via e-mail or mail within three days

## What is an EHR?

During the registration process, members complete a Medical History Disclosure that serves as an electronic record of the individual's medical history and health care profile. The disclosure is similar to the information an individual provides during his or her first visit to a PCP, including past medical history, previous surgeries, chronic illnesses, cholesterol levels, medications, or allergies.

The EHR is stored on a HIPAA-compliant secure server and available to members online. This makes the EHR portable so members can access it real-time and share it with their primary care physician.

For more information about TelaDoc services available through UMR, contact your UMR sales representative or account manager.

*\*TelaDoc is not available to residents of Oklahoma.*

## About TelaDoc

TelaDoc provides a network of state-licensed primary care physicians providing cross-coverage consultations 24 hours a day, 7 days a week, and 365 days a year. TelaDoc physicians diagnose routine, non-emergency, medical problems via telephone, recommend treatment and prescribe medication when necessary, excluding DEA-controlled substances. For more information about TelaDoc, visit [www.TelaDoc.com](http://www.TelaDoc.com).

