

# FAQs about your Teladoc Medical Experts Services

## **What conditions qualify for Teladoc Medical Experts services?**

Our network of experts is experienced in over 450 specialties and subspecialties. We advise and review a wide range of conditions, from back pain and sports injuries to chronic diseases and life-threatening illnesses. If you have a medical concern, please reach out.

## **Do I have to follow Teladoc Medical Experts recommendations?**

No. You remain in full control of your healthcare decision-making. Our recommendations are completely voluntary. Our goal is to help you make informed medical decisions.

## **Is getting an Expert Medical Opinion from Teladoc Medical Experts insulting to my treating doctor?**

It should not insult your treating physician. Treating physicians who have worked with Teladoc Medical Experts appreciate having access to respected experts in their field of practice and information regarding innovative diagnostic and treatment options that might not be available in their local communities. They should have your best health in mind and be open to all information that could help you make educated medical decisions.

## **Do public healthcare plans pay for treatments recommended by Teladoc Medical Experts?**

Teladoc Medical Experts only recommends courses of treatment. The final decision about treatment is made by you and your treating physician. Costs are usually covered through government, employer or personal health insurance plans.

## **Is there a maximum on how much I use my Teladoc Medical Experts services?**

All Teladoc Medical Experts members can use their Expert Medical Services as many times as they would like throughout the lifetime of their policy.

## **What will I need to do once a service has been initiated?**

Wait for our call and track case updates online. Depending on the service initiated, your Teladoc Medical Experts team will work together on your behalf, gathering all relevant information to match you with the right specialist, and deliver detailed reports with recommendations on your best health path forward.

## **Who are the doctors that Teladoc Medical Experts uses?**

The Teladoc medical experts are nationally recognized practising specialists. Our network includes thousands of experts spanning 450 specialties and subspecialties. They are the best of the best in their medical field of specialty.

## **Is Teladoc Medical Experts private healthcare?**

No. There are many types of coverage that exist to help people, from dental insurance to medical insurance to long-term disability and group critical illness. Teladoc Medical Experts is a service that can be part of one of these organisational or personal insurance plans or as a standalone benefit.



## **Call us. We're here to help.**

Call 1-877-419-2378 | Visit [Teladoc.ca/Medical-Experts](https://www.teladoc.ca/Medical-Experts)