

## Pediatric Frequently Asked Questions

### What is Teladoc®?

Teladoc is the first and largest provider of telehealth medical consults in the United States, giving members 24/7/365 access to quality medical care through phone and video consults.

### Who are the Teladoc doctors?

Teladoc doctors are U.S. board certified in Internal Medicine, Family Practice, or Pediatrics. They average 20 years practice experience, are licensed in your state, and incorporate Teladoc into their day-to-day practice as a way to provide people with convenient access to quality medical care.

### Does Teladoc replace my child/minor's pediatrician?

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

### Is the consult fee the same price, regardless of the time?

Yes! Teladoc charges one flat rate per consult.

### Is there a different medical history form for children?

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

### How do I request a consult to talk to a doctor?

Visit the Teladoc website, log into your account and click "Request a Consult". You can also call Teladoc to request a consult by phone.

### What ages are covered by Teladoc's pediatric network?

Teladoc provides quality care for all members of any age.

### Who can request a consult for a child?

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

### How is an authorized consentor assigned?

Log in to your account and click "My Family" or you can call Teladoc.

### 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 consult. In all cases, the doctor will speak directly with the parent, guardian or authorized 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 consults, 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 consult 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.

**Talk to a doctor anytime for free!**

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