



Teladoc[™]
HEALTH

made available through
♥ aetna[™]

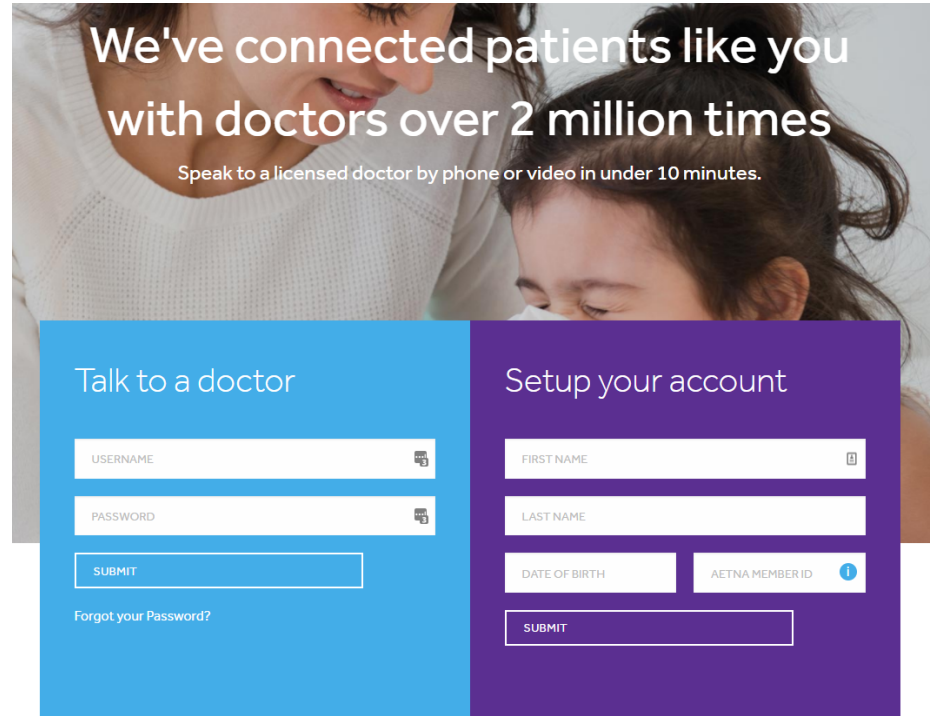


General Medical

Website visit request member experience

Login page

- If already registered, member logs in at teladoc.com/aetna by entering the username and password previously created





The image shows the Teladoc Health login page. At the top, there is a banner with a photo of a doctor and a young girl. The banner text reads: "We've connected patients like you with doctors over 2 million times" and "Speak to a licensed doctor by phone or video in under 10 minutes." Below the banner, there are two main sections: "Talk to a doctor" (blue background) and "Setup your account" (purple background). The "Talk to a doctor" section has fields for "USERNAME" and "PASSWORD", a "SUBMIT" button, and a link for "Forgot your Password?". The "Setup your account" section has fields for "FIRST NAME", "LAST NAME", "DATE OF BIRTH", and "AETNA MEMBER ID", a "SUBMIT" button, and an information icon next to the "AETNA MEMBER ID" field.

We've connected patients like you
with doctors over 2 million times

Speak to a licensed doctor by phone or video in under 10 minutes.

Talk to a doctor


USERNAME 

PASSWORD 

SUBMIT


[Forgot your Password?](#)

Setup your account

FIRST NAME 

LAST NAME

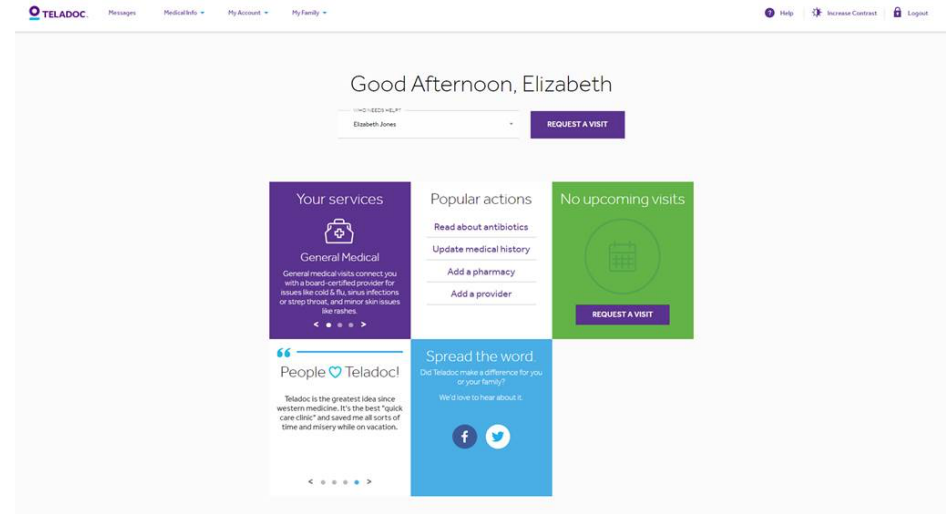
DATE OF BIRTH

AETNA MEMBER ID 

SUBMIT


Home page

- Clean, succinct top navigation makes it easy to move around the site
- Members see relevant information about services available to them
- Easy access to begin the request a visit process from home page



Request a visit – basics

- Member selects the state they will be in for the visit and the visit type



Why don't I see all my dependents (or family members)?

Individuals 18 years of age and older need to create their own account in order to complete their medical history, enter personal information, and request visits with a provider.

1. Consult Details ▶ 2. Billing Information ▶ 3. Review & Submit

Request a Consult

Welcome, Elizabeth Jones A Teladoc Physician Is Waiting To Help You.

If this is a **medical emergency**, please dial 911 or go to your nearest medical facility immediately.

Who is this consultation for?*

☒ Elizabeth Jones

Where will you be located during this consultation?*

Pennsylvania ▼

Consultation Type*

General Medical ▼

Request a visit – basics (cont.)

- Members may optionally provide a reason for the visit
- Members may choose to have a visit 'as soon as possible' or schedule an appointment
- Next, the member selects either phone or video
- If the member selects a video visit, they will be prompted to test their computer to ensure it supports video. Members may elect to do this at a later time, if they will be joining from a different device



Reason for Visit

Cough, ongoing

Consultation Method*

☐ Phone ☒ Video

When would you like the doctor to call you back? *

☒ As soon as possible ☐ Scheduled Appointment

Do you want to choose a doctor, or see the first available doctor? *

☒ First available ☐ Select a doctor

Test Your Video Capabilities *

For the best video experience, we suggest you use your mobile device and Teladoc app. If you do not have access to a mobile device, you may use your personal computer. If you are using your personal computer, your device must **pass** the [Test Your Video Capabilities](#) in order to request a video consult.

Not all computers support video consults. If your computer's video test is unsuccessful, please use a device that can complete a successful test or if phone consultations are available, you may elect to change your request.

TEST NOW

Scheduled General Medical visits

- If a member chooses a scheduled appointment the member may choose a scheduled visit to occur within 48 hours

When would you like the doctor to call you back? *

☐ As soon as possible ☒ Scheduled Appointment

Do you want to choose a doctor, or see the first available doctor? *

☒ First available

What audio method would you like for your video consult? *

What time zone will you be in during this consult? *

Eastern Time (US & Canada)

Current: 02:26 PM

What day would you like to have your consult? *

Today

03 PM

30

Contact information

- Members then provide contact information and answer where they would have gone if Teladoc were not available
- The member is prompted to indicate a pharmacy, in case an Rx is prescribed

The screenshot displays a web form for providing contact information. It includes sections for preferred communication methods, phone numbers, a pharmacy selection, and a fallback location. A modal dropdown is open for the fallback location question, showing a list of options with 'Primary Care Doctor' selected. Navigation buttons for 'CANCEL' and 'CONTINUE' are at the bottom, along with links to 'Privacy Policy' and 'Terms and Conditions'.

What's the best way to send you a reminder prior to your consultation? *

☐ Email Please Select

☐ Text Message Please Select

What's the best way to contact you?

Primary Phone * Please Select

Secondary Phone Please Select

Other Ext.

Comments

What's the most convenient pharmacy near you?

The following list of pharmacies may include pharmacies that are not in your network. Before choosing a pharmacy, make sure that your benefit plan will cover prescriptions filled at that pharmacy.

☒ Add New Pharmacy

☐ Save pharmacy to your profile?

Where would you have gone if Teladoc was not available? *

[Privacy Policy](#) [Terms and Conditions](#)

Where would you have gone if Teladoc was not available? *

Primary Care Doctor
Therapist/Psychologist
Psychiatrist
Employee Assistance Program (EAP)
Emergency Room
Inpatient Hospital Stay
No Treatment

Payment information


- Members may choose to pay via credit or debit card, or PayPal
- The payment amount is configurable, based on the plan design

1. Consult Details ▶ 2. Billing Information ▶ 3. Review & Submit

Confirm Billing Information

Your total consult fee is \$10.00.

How would you like to pay for this? *

- ☒ Credit Card (LAST 4 DIGITS: XXXX0019)
- ☐ Update Billing Information
- ☐ 

◀ PREVIOUS

CONTINUE

Review & submit

- Members review the information they provided in the request process, agree to the Terms of Service and Terms and Conditions and click 'continue' to submit the request

1. Consult Details

2. Billing Information

3. Review & Submit

Review And Submit

Patient

Patient Contact Numbers

Consult Alternative

Consult State

Consult Type

Consult Method

Consult Mode

Pharmacy

Elizabeth Jones

Primary Phone (215) 572-8856

Urgent care or Retail clinic

PA

General Medical

Phone

On-Demand

CVS Pharmacy # 2530 2870 MORELAND ROAD WILLOW GROVE, PA 19090

EDIT

Terms Of Service

☒ I agree that I must disable my anonymous call blocker feature on my phone (*87). To disable anonymous call blocker from my land line, I must dial *87 on my telephone. I understand that for instructions on how to disable anonymous call blocker from a mobile phone, I must refer to my mobile carrier. If I do not disable this feature and the doctor cannot reach me, my consult may be cancelled. I understand the doctor will make three attempts to reach me, and after the third attempt, my request for a consult will be cancelled at no charge.

☒ I understand there is no guarantee the doctor can or will prescribe medication. Teladoc does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. I agree that the pharmacy information above is correct and current for this consult. I understand that prescriptions cannot be written for international consultations.

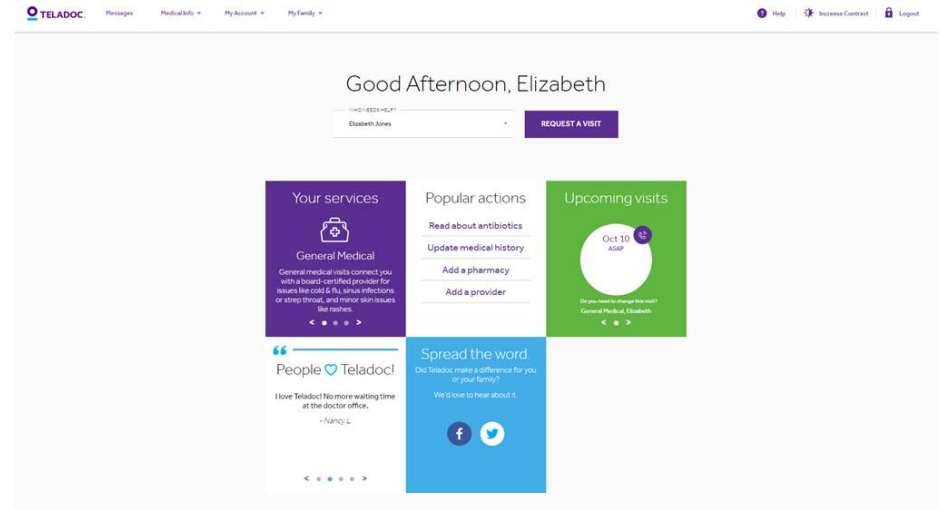
☒ I understand Teladoc does not replace the primary care physician. Teladoc physicians reserve the right to deny care for potential misuse of services.

« PREVIOUS

CONTINUE »

Home page – Upcoming visit

- On the home page, member now sees the visit details in the 'upcoming visits' tile. Members can join a video visit through the tile
- The member will also receive an email, text or mobile app push reminder, depending upon communication preferences set



Video visit

- The member joins the video visit through the link in the 'upcoming visits' tile on the home page
- The provider may also send educational materials to the member's secure Message Center



Video Consultation For Elizabeth Jones

