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.
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
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
Scheduled General Medical visits

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

• Members may choose to pay via credit or debit card, or PayPal

• The payment amount is configurable, based on the plan design
• 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.
Home page – Upcoming visit

- On the home page, members now see 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