

Teladoc Health P360 video – revised script

<https://engagementcenter.com/Getting-Started/Primary360-Overview-Video-Aetna>

*Together, Teladoc Health and Aetna are transforming the healthcare experience with solutions designed to help people live their healthiest lives. Aetna Virtual Primary Care, powered by Teladoc Health, is an integrated virtual primary care solution that delivers and empowers whole-person health and is conveniently accessible through Teladoc Primary360.*

*From wellness and prevention to acute care and specialty needs, Aetna Virtual Primary Care, powered by Teladoc Health, inspires lasting relationships between people and providers through a unified, whole-person experience.*

*Let's follow one of our members, David, to see his journey through Primary360.*

*To access this solution from the Teladoc Health app, David selects Primary Care and chooses a virtual primary care provider. David could also access Primary360 through the Aetna Health app or web portal. A list of available licensed providers will appear and can be chosen based on personal preferences like language or gender.*

*The Teladoc Health app then prompts David through several steps to successfully set him up for his visit. This includes selecting a reason for the visit, an appointment time - visits may be available same day, but members will see several options to allow them to select a date that works best for them, determining if a phone or video visit is preferred. Finally, David can select his preferred pharmacy for any medications ordered. Then, after reviewing his information, he will submit a visit request.*

*Once submitted, the Teladoc Health primary care provider will confirm David's visit. David will complete a visit checklist to share important health information prior to his visit, such as medical history, health goals, and a mental health assessment.*

*This information allows for more effective and personalized treatment, as well as an optimum member experience.*

*At the time of his visit, David will log into the Teladoc Health app and join the virtual waiting room.*

*Core to this solution is the importance of the provider and patient relationships. During the virtual consult, David's Primary Care Provider will discuss his medical history and health goals with him to help build a more comfortable and familiar relationship.*

*After the visit, our dedicated care team creates a care plan, which David can access at any time in the Teladoc app. Throughout David's health journey, the care plan will change to suit his goals and needs.*

*Primary360 includes unlimited messaging with our care team. This helps David to stay in touch with his team so that any questions or concerns can be addressed right away.*

*With these tools in hand, David feels empowered to take charge of his health and well-being. The future of healthcare starts here. That's the power of Aetna Virtual Primary Care by Teladoc Health*