



Expert Medical Services

Providing clinical quality and peace of mind.

Helping people make informed medical decisions with confidence is at the heart of everything we do. Whether a member is questioning the accuracy of a diagnosis, trying to decide if surgery is the right treatment, or seeking answers to medical questions, our expert medical services provide personalized advice and recommendations from leading experts in their specialties.

The expert medical services care team helps members navigate the process, gathers medical records, retests pathology, and selects the most-qualified experts to conduct in-depth reviews of each case.

Our personalized approach focuses on clinical quality, medical accuracy, and our members' confidence to make the most-informed decisions.

Strong member focus

Our clinical team works closely with each member to help them make confident decisions about their care.

Innovative services

We provide a single point of entry to a comprehensive suite of services and prioritize clinical accuracy, no matter the complexity of the case.

Highest clinical quality

Our careful pairing of each case with the best medical expert, and the tireless commitment of our clinical staff, ensures clinical quality.

\$36k

average savings*

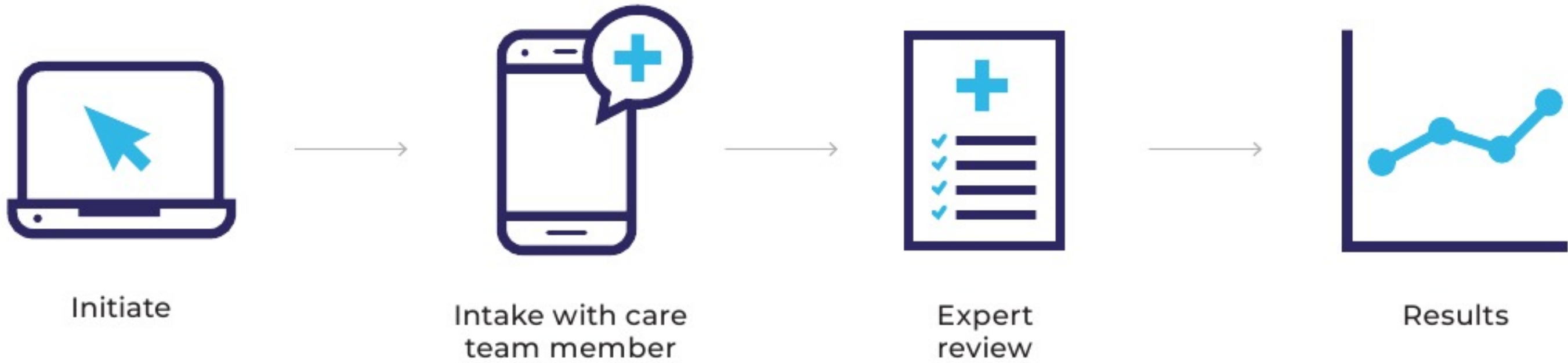
45%

improved diagnosis

79%

improved treatment accuracy

How Expert Medical Services Works



Features

- **Expert Medical Opinion**—Members initiate an evaluation of their diagnosis and treatment plans.
- **Find a Best Doctor**—When members need a specialist in their local area, we search our network of experts.
- **Critical Case Support**—In complex emergencies, a clinical team is quickly assigned to the case during the first crucial hours.
- **Complex Case Consult**—We partner with clinical leadership and case management to reduce care costs and improve outcomes.
- **Ask the Expert**—When members have questions, a clinician provides a personalized response.
- **Treatment Decision Support**—When members are evaluating treatment options, we provide education and guidance.
- **Medical Records eSummary**—We collect and organize the member’s medical records and create a personal health summary.

“Once we have this service that gives us an expert opinion, along with all the data in hand, we can get the patient treated much more quickly and have a better outcome in a shorter period of time. And we’re able to reduce readmissions.”

Primary Care Physician

“I’ve been designing benefits for 20 years, and this solution falls into my top list of programs that I’m proudest of bringing to life.”

Benefits Director

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About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.