



Aetna Better Health® of Maryland

Teladoc Member Guide

Speak to a doctor anytime

Teladoc
HEALTH



Login page

- ❖ **Register** before your first telehealth visit

- ❖ Enter all your information in the **Setup your account** tab

- ❖ If already registered, log in with your username and password in the **Talk to a doctor** tab



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

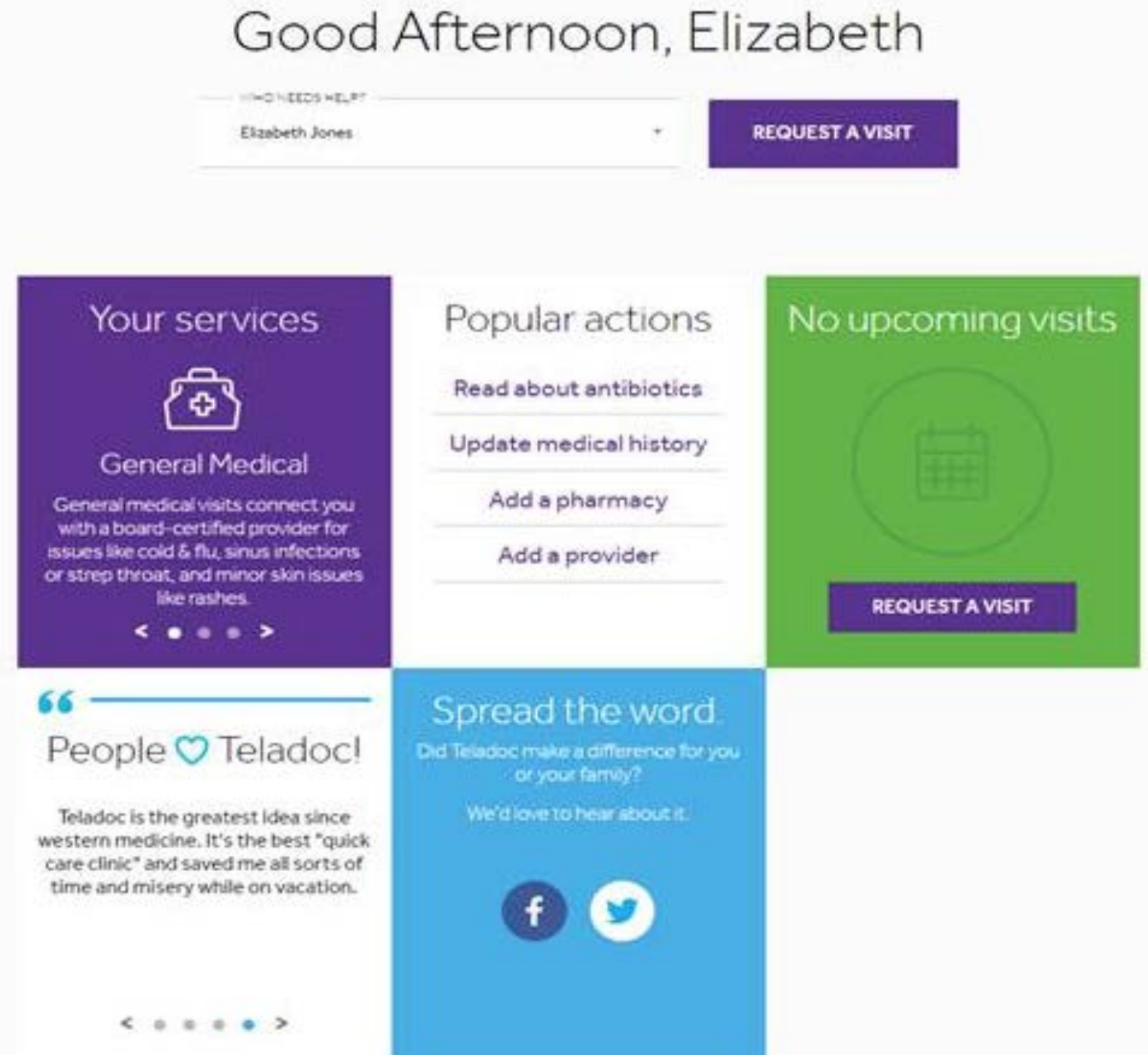
[Forgot your Password?](#)

Setup your account

Home page

From the home page you can

- ❖ Request a visit
- ❖ Check upcoming visits
- ❖ Update medical history
- ❖ Add a pharmacy
- ❖ Add a provider




Good Afternoon, Elizabeth

WHO NEEDS HELP?
Elizabeth Jones

REQUEST A VISIT

Your services



General Medical

General medical visits connect you with a board-certified provider for issues like cold & flu, sinus infections or strep throat, and minor skin issues like rashes.

< ● ● ● ● >

Popular actions


Read about antibiotics

Update medical history

Add a pharmacy

Add a provider

No upcoming visits



REQUEST A VISIT

People ♥ Teladoc!



Teladoc is the greatest idea since western medicine. It's the best "quick care clinic" and saved me all sorts of time and misery while on vacation.

< ● ● ● ● ● >

Spread the word.

Did Teladoc make a difference for you or your family?

We'd love to hear about it.

Request a visit

- ❖ Select **who the visit is for**
 - ❖ yourself, child, or other household member
- ❖ Select the **state you are located** during your visit
- ❖ Select the **type of visit** you need

Request a Consult

Welcome, Carole Demo! 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?*

- Carole Demo
- Minor Girl Demo
- Minor Boy
- Sadie Romasco
- Nellie Romasco

Where will you be located during this consultation?*

Pennsylvania



Consultation Type*

General Medical



Request a visit – Next steps

- ❖ Insert **reason for visit** (optional)
- ❖ Choose to have a visit as **soon as possible or schedule** an appointment
- ❖ Select **video visit**
- ❖ **Test your device** to make sure video works or select to do this later

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

Schedule General Medical visits

❖ If you need to **schedule a visit**, you can do so 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

❖ Enter your **best contact information**

❖ Email, text, phone

❖ Enter your **pharmacy information** in case you receive a prescription

❖ Enter where you would go if Teladoc was not available

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? *

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

CANCEL

CONTINUE

Review & submit

- ❖ **Review** all the information entered to make sure it is correct
- ❖ **Agree** to the Terms of Service and Terms and Conditions
- ❖ Click **'Continue'** to **Submit the request**

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

Review And Submit

Patient	Carole Demo	EDIT ▶
Patient Contact Numbers	Primary Phone (215) 572-8856	
Consult Alternative	UElizabeth Jonesretail clinic	
Consult State	PA	
Consult Type	General Medical	
Consult Method	Phone	
Consult Mode	On-Demand	
Pharmacy	CVS Pharmacy # 2530 2870 MORELAND ROAD WILLOW GROVE, PA 19090	

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.

For more information

You can reach us at our toll-free number

**1-866-827-2710
(TTY 711)**

