



Member Site Overview



ATTENTION - Egyptian Trust Participants

Look for special instructions in this document for Egyptian Trust members.

Talk to a anytime

Teladoc® is a national network of U.S. board-certified doctors available on-demand 24/7/365 to diagnose, treat and prescribe medication, if necessary, for many of your medical issues. It's quality care when you need it at a price you can afford.

When can Teladoc be used?



- When the physician is unavailable: no appointments; after hours
- Schedule doesn't permit traveling to see your physician (work, etc.)
- On vacation or a business trip
- For refill of recurring prescription (short term only)
- Geographical barriers (distances to a provider's office)
- Pediatric care for any age

Effective resolution to a wide range of conditions

Top diagnoses

- Sinus problems
- Urinary tract infection
- Pink eye
- Bronchitis
- Upper respiratory infection
- Nasal congestion
- Allergies
- Flu
- Cough
- Ear infection



Prescriptions as needed

- Best practices in prescription management
- Appropriate prescribing following CDC guidelines
- No controlled substances, psychiatric or lifestyle drugs
- 98% generic prescribing rate
- Member convenience through e-prescribing

Initial Account Set up

- Bookmark: <http://www.teladoc.com/>
- Click '**Get started now**'

The right care when you need it most.

Talk to a doctor, therapist, or medical expert anywhere you are by phone or video.

Get started now

How it works →

New To Teladoc?

Teladoc connects you to the right care when you need it most. Talk to a doctor, therapist, or medical expert anywhere you are by phone or video.

Care that fits into your life.

Get Started

Initial Account Set up

Let's begin with a few basics.

Complete the required fields:

- ✓ First Name
- ✓ Last Name
- ✓ Email Address
- ✓ Phone Number
- ✓ Date of Birth

FIRST NAME	
LAST NAME	
EMAIL ADDRESS	
DATE OF BIRTH	GENDER
PHONE NUMBER	PREFERRED LANGUAGE

Do you have a username?

- Yes, I know my username
- No, I don't know my username.

How did you find out about Teladoc?

- My employer or insurance provider offers me access to Teladoc.
- I have a Teladoc Promo or Company Code.
- I have a Teladoc ID card that shows a website that is different from "Teladoc.com." (ex: Teladoc.com/somethingelse)
- I'm not sure.

Who is your employer or insurance provider?

COMPANY NAME

I cannot find my employer or insurance provider.

No problem. Just call 1-800-Teladoc (835-2362) for assistance.



Note: Egyptian Trust participants do not need to select an employer or insurance provider. Click "Continue" and your district name should auto-fill. Call 1-800-Doc-Consult (362-2667) for assistance.



CANCEL

CONTINUE >

Initial Account Set up

My Contact Information

PRIMARY PHONE	EXT
PRIMARY PHONE TYPE Home	
SECONDARY PHONE	EXT
SECONDARY PHONE TYPE Home	
<input type="checkbox"/> Hearing Impaired (Relay Required)	
EMAIL	
CONFIRM EMAIL	

How would you like to receive communications from Teladoc?

- Phone
- Text
- Email

- Send me promotional communications from my organization and Teladoc
 - Update me on ways I can use Teladoc
- * Message and data rates may apply

Residence Address

STREET 1
STREET 2
CITY
STATE Select state
ZIP

Mailing Address

- Same as Residence Address

STREET 1
STREET 2
CITY
STATE Select state
ZIP

Enter personal information

- Additional Personal Information will be entered on this screen after your eligibility has been verified.

Initial Account Set up

Enter personal information

- The member's username and password are created during this step. Please maintain record of this information for future access.

My Login Information

USERNAME
PASSWORD
CONFIRM PASSWORD
SECURITY QUESTION Select
SECURITY ANSWER

Your password must follow the guidelines below

- 8-20 characters long
- Contain at least one number and at least one letter
- Use only numbers, letters, and standard symbols (standard symbols are limited to ! @ # \$ % ^ & *)
- Cannot contain your username, the word "Teladoc".

My Electronic Signature

By clicking "Set up my account" below, you are agreeing to use your First Name and Last Name as your electronic signature, which is the electronic equivalent of your hand-written signature.

FIRST NAME	()
LAST NAME	()

- I certify that I have read and understand the [Terms and Conditions](#) and [Privacy Policy](#)
- By checking this box, I acknowledge and agree that complete and accurate health information must be readily available for my medical care. Therefore, I authorize Teladoc to release health information to my family physician designated by me or my health plan, referring physician or agency(ies) in order to facilitate continuity of care. I understand that the information shared with health care professionals as a result of this authorization will remain confidential. This authorization shall remain valid for so long as I am a member of Teladoc.
- I have reviewed the information above and it is correct. (Once you click "Set up my account", your Teladoc account will be set up.)

CANCEL

SET UP MY ACCOUNT >

Initial Account Set up

Click **'Visit Homepage'**

1. Check Eligibility | 2. Enter Account Information | 3. Next Steps

, your account has been created!

Want to request a visit? A Teladoc provider is ready to chat. Just so you know, you'll need to complete your medical history first.

REQUEST A VISIT >

OR

VISIT HOMEPAGE >



Initial Account Set up

Select Your name from the drop down

Click **'Update Medical History'**

The screenshot shows a user interface for account setup. At the top, it says "Good Morning," followed by a name input field. Below this is a "WHO NEEDS HELP?" section with a dropdown menu and a "REQUEST A VISIT" button. A blue arrow points to the dropdown menu. Below the main header are three sections: "Your services" (Behavioral Health), "Popular actions" (Update medical history, Add a pharmacy, Add a doctor), and "No upcoming visits" (with a calendar icon). A blue arrow points to the "Update medical history" link in the "Popular actions" section.

Good Morning, [Name]

WHO NEEDS HELP? [Dropdown] **REQUEST A VISIT**

Your services
Behavioral Health
Schedule an appointment for one time or ongoing counseling with one of our psychiatrists, psychologists,

Popular actions
Update medical history
Add a pharmacy
Add a doctor

No upcoming visits

Enter My Medical History

Complete Medical History

- The Yes/No questions default to 'No' for ease of entry. Any question in which 'yes' is answered, we ask if the condition is current.
- All medical information provided becomes a part of the member's electronic health record.
- The information can be updated at any time to reflect the most up to date information possible for our physicians.

Overview | My Medical History | My Family | My Account Information | My Message Center

Health Record | Doctors & Pharmacies | Images | Consultation History

Dependents

Always on call!

Teladoc your symptoms 24/7/365

Request a consultation anytime »

Provide Medical History

Your medical History is like the clipboard at a doctor's office. It gives Teladoc doc need to provide an accurate diagnosis. Medical history must be completed prior t

My Medical History

Height* inches

Weight* lbs.

Are you taking any medications?* Yes No

Medication*

Dosage*

Directions* Select One...

Status* Current

[Add a medication »](#)

Do you have any allergies?* Yes No

PCP & Pharmacies

Click **'Medical Info'**

Click **'Doctors & Pharmacies'**



Add your primary care physician and pharmacy of choice

Adding Dependent

Click 'My Family'

Then Click "My Dependents"

- Dependents less than 18 are managed by the primary member on the account. The primary member is responsible for completing the medical information for the minors before a consultation for them can be requested.
- Adult dependents added will be emailed login information to set up and complete their medical history.
- Once the primary account holder has registered and is logged in to their account, they will need to hover over the option "My Family" on the top toolbar. Then click on "My Dependents" on the drop-down.



- On the next screen there is an option "Add New Dependent"



- Follow the prompts and fill out the information for each dependent.
- The primary account holder will be able to register their minor dependents once they have been added, but any dependent 18+ will have to register their own account once the primary member has added them. This is due to HIPAA regulations.

Personal Details

View/update your personal account details anytime

- Click on “My Account”
- Click on “Personal Details”
 - Edit accordingly



Billing

- The member's specific price structure will be displayed.
- The member has the option to add a credit card to their account

Billing Information

My Billing Details

Credit Card Details

The credit card information entered will be securely saved to your account for future use. If you do not want the credit card information stored, you may delete it in your account settings.

First Name: *	<input type="text"/>
Last Name: *	<input type="text"/>
Card Type: *	<input type="text" value="▼"/>
Card Number: *	<input type="text"/>
Expiration Month *	<input type="text" value="▼"/>
Expiration Year *	<input type="text" value="▼"/>



Note: Egyptian Trust members can bypass this step as you will receive Teladoc services free of charge.



Requesting a Visit

Requesting a Consult



From any page within the member's account, click the **purple Request a Visit button** in the upper right corner

Provide Consultation Details

Select the member the visit is for

- For minors, a section will appear requiring selection of the adult authorized to be on the phone during the consult.
- An adult is required to be on the phone during the consult for any minor under 18
- Select the state in which the member is located. This will expand for product selection (ex. General Medical, Derm)
- Once selected the option for phone or video will appear. Then the option for “as soon as possible” or “scheduled:
- Image Upload option if desired
- Select the phone number the physician will use to contact the member
- Enter any necessary notes for the physician (ex: ask for room 515)
- Determine whether you want a copy of your consult to go to your PCP
- Select your Pharmacy

Confirm Billing Information

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

Confirm Billing Information

Your total consult fee is \$0.00.

« PREVIOUS

CONTINUE

If you have a visit fee, then you will need to select how you plan on paying for the visit. Billing options will display including credit card and PayPal.



Note: [Egyptian Trust participants](#) will receive Teladoc services free of charge.

Review and Submit

- **Review your information to make sure it is accurate and then click “Submit”**
 - You will receive a confirmation page with a confirmation #. Please keep this for your records in the event you need to contact Member Services regarding your visit.
- **A physician will then contact you at the number you provided during the visit request.**

Thank you

