

## Physician FAQ

**Q: What is TelaDoc?**

A: TelaDoc is a network of licensed primary care physicians who diagnose routine, non-emergency medical problems via the telephone. TelaDoc consulting physicians recommend treatment and prescribe medication (when appropriate) over the telephone 24 hours a day, 365 days a year to patients 12 years of age and older.

**Q: What is TelaDoc's membership base?**

A: TelaDoc originally was designed for a retail market. However, we now offer services to both large and small corporations, unions, and third party administrators.

**Q: What is cross coverage?**

A: *Cross coverage* is a term used to describe the process of providing standard medical assessments, treatments, care and services to patients when their primary care physician is not available or when they are in transition between doctors.

**Q: If I elect to join TelaDoc, will I be considered a TelaDoc full time employee?**

A: No. Each physician accepted to join the TelaDoc network is hired as a contract employee through TelaDoc PA. All contract employees receive a 1099 annually.

**Q: Does TelaDoc have set schedules?**

A: Currently TelaDoc is able to allow physicians to work their own hours. However, TelaDoc is actively seeking physicians who want to participate during peak hours, maximizing earning potential and our member coverage. As patient demand increases, we may find the need to implement a more formalized scheduling process.

**Q: What are the peak times for consults?**

A: Our busiest day of the week is usually Monday. We experience our highest call volume between 7am and 7pm.

**Q: How much time do I have to respond to a consult alert?**

A: Response is on a first come, first serve basis. TelaDoc guarantees the member a response within three hours; however, most physicians respond in less than one hour.

**Q: Who does TelaDoc consider to be its competitors?**

A: Although telemedicine has been around for a while, TelaDoc has recently seen an increase in the number of companies interested in joining this marketplace (e.g. CallMD). TelaDoc's portable health record, extensive physicians network, and outstanding customer service has allowed us to remain the trail blazer for this new marketplace.

**Q: Does TelaDoc offer Medical Malpractice Insurance? Does it include tail coverage?**

A: Yes. TelaDoc offers coverage up to \$1 million per incident and is capped at a total of \$3 million. This insurance is provided free of charge. Tail coverage is included.

**Q: How much will I be paid for each consultation with a patient?**

A: Physicians are paid \$23 per consultation.

**Q: What states will I take consults from?**

A: You will only conduct medical consults for members residing in the states where you are licensed.

**Q: Does TelaDoc offer a multi-license program?**

A: Yes. TelaDoc does have a program that pays for additional licensure in other states. For more information, please contact a TelaDoc recruiter.

**Q: Do I have access to the electronic medical record (EMR)?**

A: Yes. TelaDoc requires each patient to complete a medical history disclosure prior to scheduling a consultation. This information is provided to the doctor via our proprietary application.

**Q: How long is training?**

A: TelaDoc offers a convenient on-line training course with instructive modules and an interactive site for practicing consults. Physicians typically complete training in an hour and a half.

**Q: Is TelaDoc an on-line prescription service?**

A: No. TelaDoc does not guarantee prescriptions, and **TelaDoc physicians do not prescribe DEA controlled substances**. The physician decides when and if a prescription is appropriate.

**Q: In what states does TelaDoc offer service?**

A: We are a national organization providing service in all states except Oklahoma and South Carolina.

**Q: What are some of the most common diagnoses?**

A: TelaDoc's most common diagnoses are respiratory infections, bronchitis, pharyngitis, urinary tract infections (UTI), gastroenteritis, sinusitis, allergies, and requests for short term prescription refills.

**Q: How long is a typical consult?**

A: Consults typically last 10 minutes or less, depending on the member's situation.

**Q: Does TelaDoc provide follow-up care?**

A: No. If follow-up care is required, the physician will recommend the patient see a primary care physician or visit an emergency room (if the situation is an emergency).

**Q: How does the consult process work?**

A:

