



Teladoc Medical Experts - Diagnostic and Treatment Support Services

Connecting plan members to world-renowned medical experts

The diagnosis of a medical condition brings many emotions. On top of trying to understand their diagnosis, plan members may also be trying to understand their treatment plans. There are so many questions and uncertainties. Teladoc Medical Experts know this. That's why they're dedicated to helping members make the right decisions about their care. Designed to complement the care provided by a member's own physician, Teladoc Medical Experts contribute to your members' health in a unique way.

Teladoc Medical Experts services are also available to your members' parents, parents-in-law and other eligible dependants.

A Teladoc Medical Expert clinician will figure out the level of service needed and provide your members with expert guidance and personalized support.

Service features

- **Expert Medical Opinion** – Provides an in-depth* review of your members' medical records and diagnostic tests from a world-renowned expert to confirm or recommend a change in their diagnosis and treatment plan.
- **Find a Doctor** – Locates Canadian specialists who are best able to handle a case, based on your members' criteria. Members can provide the names of the specialists recommended to their current treating physician for a referral.
- **Care Finder** – If your members choose to seek treatment by a physician who is outside of Canada, Teladoc Medical Experts identify specialists considered best able to handle a case, based on their criteria.**
- **Personal Health Navigator** – Helps your members navigate the healthcare system and identify local resources that provide services, equipment and treatment.
- **Ask the Expert** – Provides your members with answers to basic questions about their health conditions and treatment options. They'll normally get answers within five to 10 business days, depending on the nature of the questions. They'll receive answers in the form of a written report emailed to them.
- **Mental Health Navigator** – A program that links your members to a network of clinicians and experts who will guide them towards the help they need to improve their mental health.

“It’s such a relief to have an organization like Teladoc Medical Experts at a time like this. I was unsure about my diagnosis and they helped me decide on the best treatment option. I don’t know what I would’ve done without them.” - Emma



**For more
information**

Contact your Canada Life
group representative or visit
teladoc.ca/canadalife.

canadalife.com

*Length of time to complete Expert Medical Opinion service can vary depending on the complexity of each case.

**The member is responsible for all costs related to treatment, travel and lodging.

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