

Teladoc Medical Experts

Connecting you with the best medical care and advice when you need it most



Insurance

When you have a medical condition, managing your care can be confusing and intimidating. Access to the right information can make the difference between merely coping with an illness or injury and pursuing promising treatment options.

That's where Teladoc[®] services can help. They can connect you with the right medical care and advice when you need it most.

What is Teladoc Medical Experts?

When you are facing the uncertainty of a medical condition, Teladoc Medical Experts[‡] provides clarity and understanding, helping ensure you have the right information, the right diagnosis and the right treatment.

Teladoc Medical Experts will provide you with an expert opinion about a medical diagnosis and your treatment options and help you find a specialist, understand your medical condition and navigate the healthcare system.

Call Teladoc Medical Experts when you need

- Answers to questions about a medical condition or personal health issue
- Help understanding a diagnosis, treatment plan or medical condition
- A leading medical specialist in or outside of Canada
- A second opinion about a medical condition
- Assistance navigating the Canadian healthcare system

How Teladoc Medical Experts can help you

Whether you need to find a doctor with special expertise or confirmation of a diagnosis, Teladoc Medical Experts can help you gain access to the experts you need. These specialists can provide advice and help you understand your medical condition and treatment options, so you can move your healthcare forward with confidence.

Teladoc Medical Experts helps individuals with medical conditions in four key ways:



- **Expert Medical Opinion[‡]** — Diagnosis and treatment. More than just an expert opinion, Expert Medical Opinion will conduct an in-depth analysis of your medical records, including imaging scans, X-rays, test results and any pathology (which is retested). You will receive a written summary of their findings, including treatment recommendations, which you can share with your doctor.
- **Find a Doctor[‡]** — Access to Canadian specialists. Teladoc Medical Experts will conduct a customized physician search and recommend leading Canadian specialists who are accepting new patients.
- **Care Finder[‡]** — International expertise. When expert physicians or leading care facilities are required outside of Canada, Teladoc Medical Experts will find them for you and inquire about appointment availability on your behalf.
- **Personal Health Navigator[‡]** — A dedicated advocate. Call Teladoc Medical Experts for help navigating the healthcare system, medical information and resources, one-on-one support and customized health coaching for a wide range of health concerns, from simple to serious.

NOTE: Teladoc Medical Experts services are available to policyholders and their eligible dependants at no additional cost. All costs associated with medical treatment, travel and lodging, however, are the responsibility of the client.

Unlimited access

Policyholders, spouses and eligible dependants are entitled to unlimited access to Teladoc Medical Experts services for the life of the policy.

Emma's story

A Teladoc Medical Expert client, Emma C., shares her story:



"I was at my wits' end when I called Teladoc Medical Experts. It had been seven months since my injury and I was moving into a disabled lifestyle, depending on my friends even to do my grocery shopping. The Member Advocate who answered my call took my history and started the Teladoc Medical Experts process immediately. This was the beginning of setting me on the right path to get my life back.

When I received Teladoc Medical Experts' written report, it was very detailed about treatment for me and recommended a specialist I should see. There is usually a 9–12 month wait for this particular specialist, but my family doctor faxed the Teladoc Medical Experts report with the referral and I got an appointment within a few days!

It is such a relief having an organization like Teladoc Medical Experts to whom I could turn to get help when I wasn't getting anywhere else. Right from the first conversation, they were absolutely outstanding."

Committed to your good health

By partnering with Teladoc Medical Experts, RBC Insurance is giving you access to the best medical information and insight available, empowering you to make the right healthcare choices for yourself and your family. To learn more about how this valuable service can help you, call the Teladoc Medical Experts bilingual toll-free telephone number at 1-877-419-2378.

You can also visit our website at <https://teladoc.ca/rbcinsurance> for more information on how to activate the service.

**For more information about these services,
ask your insurance advisor today.**



Insurance

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