



March 12, 2020

Dear Teladoc Health client,

Amidst the uncertainty of the COVID-19 outbreak, I hope you are well and that you are equipped with the resources and answers you need to support your co-workers, your families and your businesses. **At Teladoc Health, we appreciate that our commitment to providing high-quality healthcare has never been more important and we are here to help during this crucial time.** Our teams are well-prepared to support you and I have aggregated some of the most important information to share with you here.

Clear, accurate communication is essential to help people understand the facts about COVID-19 and how to seek care. In the [Teladoc Health Engagement Center](#), clients can access extensive consumer resources including FAQs, emails and flyers. We continue to update these materials as new information becomes available. Additionally, we recommend referencing the World Health Organization [website](#) and U.S. Centers for Disease Control and Prevention [website](#) for business resources including [Guidance for Businesses](#), [Guidance for Large Events](#), [Guidance for Colleges & Universities](#), [Guidance for K-12 Schools](#), and [Information for Travel](#).

If you think you've been exposed to the coronavirus, it's important to reach out to a healthcare provider like Teladoc Health: our doctors are always available by phone, video, and mobile app. From the start, we have been working closely with public health experts around the world including the WHO and the U.S. CDC. Our medical directors are rapidly translating emerging best practices into scalable care protocols and supporting our doctors to deliver the right care at the right time.

For patients presenting with fever and acute respiratory illness and symptoms, our doctors request a detailed travel history and contact history to assess COVID-19 risk (e.g. known exposure to a person diagnosed with COVID-19, recent travel in an area with an active outbreak, healthcare worker who may have increased risk of exposure). If a patient presents symptoms and risk factors consistent with COVID-19, our doctors will help guide patients to the next step for care and testing as follows:

- We will contact the appropriate public health department in accordance with local reporting requirements. The public health department may contact the patient directly to initiate diagnostic testing, conduct contact tracing, and/or offer guidance on at-home self-monitoring, at-home supervised isolation, or quarantine requirements.
- While no specific treatment for COVID-19 infection is indicated at this time, Teladoc Health care providers will provide up-to-date, evidence-based supportive care to relieve symptoms for affected patients, addressing both physical and mental health needs. Most cases will be mild and safely managed via an at-home care plan. Home care will greatly reduce the chances of viral spread. Patients are encouraged to contact us again, should they have follow-up questions, or in the event that their symptoms progress.
- If the patient would like to proactively pursue in-person COVID-19 diagnostic testing, we will advise individuals to call the local doctor or their state's public health hotline to verify test availability.
- For cases where in-person care is needed, we will navigate patients to appropriate resources and encourage patients to "let them know before you go" so that the in-person care facility can direct them appropriately and minimize potential exposure for others. If the patient needs to be seen and cannot manage on their own, we will follow 911 protocol and our 24/7 support team will help connect the physician, patient, and EMS to communicate that the patient could have COVID-19.



To further support our doctors, we have activated a unique Coronavirus Response Team trained on the latest protocols for local and national notification, testing, and management of people under investigation (PUIs). Staffed 24x7 with experienced nurses, the team has deep experience in public health preparedness and is led by professionals who implemented responses for Ebola and other public health crises globally. Additionally, we have enhanced our platform to specifically address COVID-19 symptoms and help our doctors to triage and track PUIs, then engage Coronavirus Response Team for coordination with the appropriate local public health organization.

To assure full business continuity and deliver upon our commitments without disruption, we activated our own Pandemic Response Plan several weeks ago. As the outbreak has escalated, we have proactively educated our employees on how to reduce potential risk of exposure to the virus, how to seek care, and how to notify us of illness. Additionally, we have implemented social distancing by practicing work-from-home rotations for team members in key business functions. As the global leader in virtual care, our operations are geographically distributed and make us particularly resilient in the event of a more widespread pandemic.

- **Our doctors** are trained and equipped to conduct virtual visits from remote locations, including their home offices, making them available to see patients even if they are restricted from seeing patients in-person due to self-quarantine. We have ample capacity to support surges in visit volume and, as part of our standard operating procedure, we monitor incoming visit requests by geography and activate physicians to serve demand in a timely manner. We are impressed by the dedication of our doctors who are passionate about taking care of people and are eager to help serve rising demand – and the Teladoc Health Medical Group is continually recruiting high-quality physicians to join our growing network.
- **Our customer service teams** work in geographically redundant contact centers and have remote staffing plans to assure resilient operations. We already have a strong culture of telework and workplace flexibility that will help make any necessary adjustments easier. Should the outbreak escalate near one of our offices arise, we encourage employees to work from home where possible and we have guided supervisors on how to support employees if they exhibit symptoms of illness. We are monitoring staffing levels and, if needed, will assist supervisors in finding ways to maintain critical operations in the event of any staffing shortages. Additionally, all Teladoc Health employees and their families have access to our own virtual care services for convenient, high-quality care medical care and advice.
- **Our technology** is highly reliable and redundant, built upon a scalable cloud-based platform that is ready to support both increased visit volume and serve a largely remote workforce. Serving the highest virtual care visit volume in the industry, we have proven our ability to scale: in 2019, we conducted more than 4 million visits and we have cared for more than 10,000 patients per day during the most recent flu season.

Across Teladoc Health, we are passionate about caring for patients and dedicated to keeping our promises to you during this important time. Should you have any questions or unique needs, please reach out to your Teladoc Health client manager or me: we are here to ensure you have the support you need.

Best regards,

A handwritten signature in black ink that reads "Kelly Bliss".

Kelly Bliss
Chief Client Officer
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