

Talk to a doctor. Anytime. Anywhere.

Getting sick isn't something you plan for. At Fallon Health, we get it.
That's why we offer a telehealth benefit to our members.

What is telehealth?

Telehealth is a service that gives our members 24/7 access to doctors on the phone, online or through a mobile device. This means you can get advice or treatment from a doctor when you need it, and you don't have to leave your home. It doesn't matter if it's a weekend, the middle of the night or a holiday—when you aren't feeling well, a doctor is available to help you.

What type of care can I get with telehealth?

You can use telehealth for non-emergency medical concerns. Doctors can provide advice, prescriptions and treatment for things like:

- Cold and flu symptoms
- Rashes
- Sore throat
- Allergies
- Sinus and skin problems
- Pink eye
- Respiratory infection
- And more

How can I get in touch with a doctor?

It's easy. Doctors are available to provide advice or treatment to you by phone, video or mobile app. If you have access to a phone or the internet, you can access one of the program's doctors.

Why telehealth?

It's convenient. Get a diagnosis or treatment from the comfort of your home, anytime you need it.

It's fast. Doctors typically respond to your request within 10 minutes. No long waits like those you may have at the Emergency Room (ER) or an urgent care center.

It's affordable. You pay the same cost for telehealth as you pay for a PCP visit, and it saves you money when compared to the cost of a visit to the ER.

Get started today.

When you aren't feeling well, you want answers right away. That's why it's important that Fallon Health members register with our telehealth partner, Teladoc, before treatment is needed.

Getting started is simple. If you're a Fallon Health member, just follow these steps:

1. Set up your account by phone, mobile app or online:



Call 1-800-835-2362 (TRS 711).
Or text "Get Started" to 1-469-844-5637.



Go to www.Teladoc.com/fallon and choose "Setup your account".



Download the app and click "Activate account".

2. Provide medical history.

This information is secure and confidential. It will be used to help doctors make an accurate diagnosis.

3. Speak with a doctor.

Once your account is set up, you can request to speak with a doctor anytime you need care. Interpreter services are available, if needed.

1-800-Teladoc (835-2362)

