

Introducing:



STD Lab Testing

Teladoc is **improving** for our members

Introducing **STD Lab Testing** through our trusted partner, **sexualhealth**

sexualhealth  **h**
A TRUSTED PARTNER OF **TELADOC**®

Fast, discreet, and affordable STD lab tests

Members can request lab testing through **Teladoc** one of three ways:

- **Request Lab Testing** button on their Teladoc Member home page
- Referral to co-branded **sexualhealth** website for lab test(s) from one of our doctors during a regular consult via members' Message Center
- **1-800-TELADOC**—our call center staff will warm transfer the member to the **sexualhealth** call center for further assistance

Results are **quick, easy** and **confidential**

Step 1:

Find the test(s)
for you

Step 2:

Visit a local lab

Step 3:

View results online

Step 4:

Speak with a doctor

Wide selection of STD lab tests

Members can get tested for the following STDs:

- Chlamydia – nearly 3 million cases reported each year
- Gonorrhea – approximately 820,000 cases each year
- Hepatitis B – between 800,000 and 1.4 million cases in the US
- Hepatitis C – between 2.7 – 3.9 million cases in the US
- Herpes 1 & 2 – about 1 in 6 people ages 14 – 49 have herpes 2 virus
- HIV – over 41,000 new cases in the US each year
- Syphilis – over 55,000 new cases in the US each year
- Trichomoniasis – more than 1 million new cases in the US each year

Post-results consultations are not always required

Optional (member may see results without consultation first) if:

- Results are negative (member given educational material)
- Results are positive for less severe conditions

Required (member unable to see results without consultation first) if:

- Results are positive for severe conditions (i.e. HIV)

Teladoc STD Lab Testing

tackles the biggest problems in healthcare: **quality, access and cost**



Clinical Quality

- “Care Advisors” specially trained to coach and counsel on STD issues help address member concerns about stress, embarrassment, and care options
- “Diagnostic Triage” tool is based on years of industry experience
- Best-in-class lab partners LabCorp and Quest
- Quality assurance program
- Robust STD protocols, guidelines and patient education materials tailored to telehealth
- Early detection has meaningful impact on women’s reproductive health and other clinical areas



Enhanced Access

- Discreet, fast and convenient – 4,000+ testing locations
- On-demand lab orders → Tests requisitioned immediately
- Guaranteed three day delivery of test results
- Targeted communications to drive awareness – ~44% of patients have never been tested



Cost Savings

- Lower cost than many in-person alternatives
- Price transparency for member compared to traditional channels where cost may not be known
- ER / Urgent Care / PCP triage avoidance → Improves ROI and outcomes
- Employee productivity benefit for employers (absenteeism, presenteeism)
- Rapid identification of issues prevents more costly visits later

Access Point 1 - Member home page

A new “Request Lab Testing” widget will be added to the Member Home Page for the Sexual Health Product with a ‘Learn More’ link.

Welcome, Susan Smith! HOME • LOGOUT • FAQ • CONTACT US •

Overview | My Medical History | My Family | My Account Information | My Message Center | Request a Consult »

I can see you now

What I can do for you | How to make the most of your consult | Antibiotic Awareness

My Family

UPDATE MY FAMILY MEMBERS »

Name	Relationship	Age
John	Son	3
Mini	Daughter	3
Amanda	Daughter	1

Request Lab Testing

Discreet STD testing is now available through our partner, sexualhealth.

LEARN MORE »

My Message Center

2 New Message(s) / Response(s) VIEW ALL MESSAGES »

- A Message About Your Mar 5 Consultation
Mar. 5, 2015 [View](#)
- A Message About Your Mar 5 Consultation
Mar. 5, 2015 [View](#)
- A Message About Your Feb 13 Consultation
Feb. 13, 2015 [View](#)

My Consultation History

VIEW COMPLETE CONSULTATION HISTORY »

Date	Patient	Diagnosis	Rx Prescribed	Message	Doctor's Note
2014-11-14T09:26:56-08:00	Susan	Cough			Authorized excuse note

When the “Learn More” link is clicked, a new page will display with information about the Sexual Health Product. The page will have a ‘Continue to sexualhealth’ link that will redirect the member to the Analyte Online Clinic.

The screenshot shows the Teladoc user interface. At the top left is the Teladoc logo. The top right corner displays a welcome message 'Welcome, Susan Smith!' and navigation links for HOME, LOGOUT, FAQ, and CONTACT US. Below the logo is a navigation bar with tabs for Overview, My Medical History, My Family, My Account Information, and My Message Center. A prominent blue button labeled 'Request a Consult' is on the right. On the left, a sidebar features a 'Always on call!' notification with a phone icon and a 'Request a consultation anytime' link. The main content area is titled 'Lab Testing for Sexually Transmitted Diseases' and includes the 'sexualhealth+ A TRUSTED PARTNER OF TELADOC' logo. The text explains the lab testing process and provides a 'Continue to sexualhealth' link at the bottom right. The footer contains copyright information and various policy links.

TELADOC

Welcome, Susan Smith! HOME LOGOUT FAQ CONTACT US

Overview My Medical History My Family My Account Information My Message Center Request a Consult

Always on call!
Teladoc your symptoms
24/7/365
Request a consultation anytime

Lab Testing for Sexually Transmitted Diseases

sexualhealth+
A TRUSTED PARTNER OF TELADOC

Teladoc has partnered with sexualhealth to offer our members access to confidential lab testing. Here's how it works:

- Once you place your test order online or by phone, a request is submitted to obtain a doctor-authorized test requisition to your lab of choice.
- At the lab walk-in visit, you'll have a quick specimen draw. For most people, the lab visit takes about 15 minutes.
- In 3 business days or less, you'll receive a discreet email directing you to login to your secure account to view your test results.
- Once you receive your test results, you will have the option to schedule a call with one of our doctors. If appropriate, the doctor will write a prescription for treatment or provide linkage to care.

You are now leaving Teladoc.com and being directed to a site built exclusively for Teladoc members. If you wish to return to Teladoc.com, you will need to log on again.

Note: Teladoc is not responsible for content or privacy policies on other sites.


Continue to sexualhealth

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Access Point 2 – Provider referral

During a General Medical Consult, the Teladoc doctor tells the Member they recommend STD lab testing.

The doctor will tell the member they will receive a message via the message center when the consult is complete that will include a link to the STD lab testing partner where they can order a lab test.



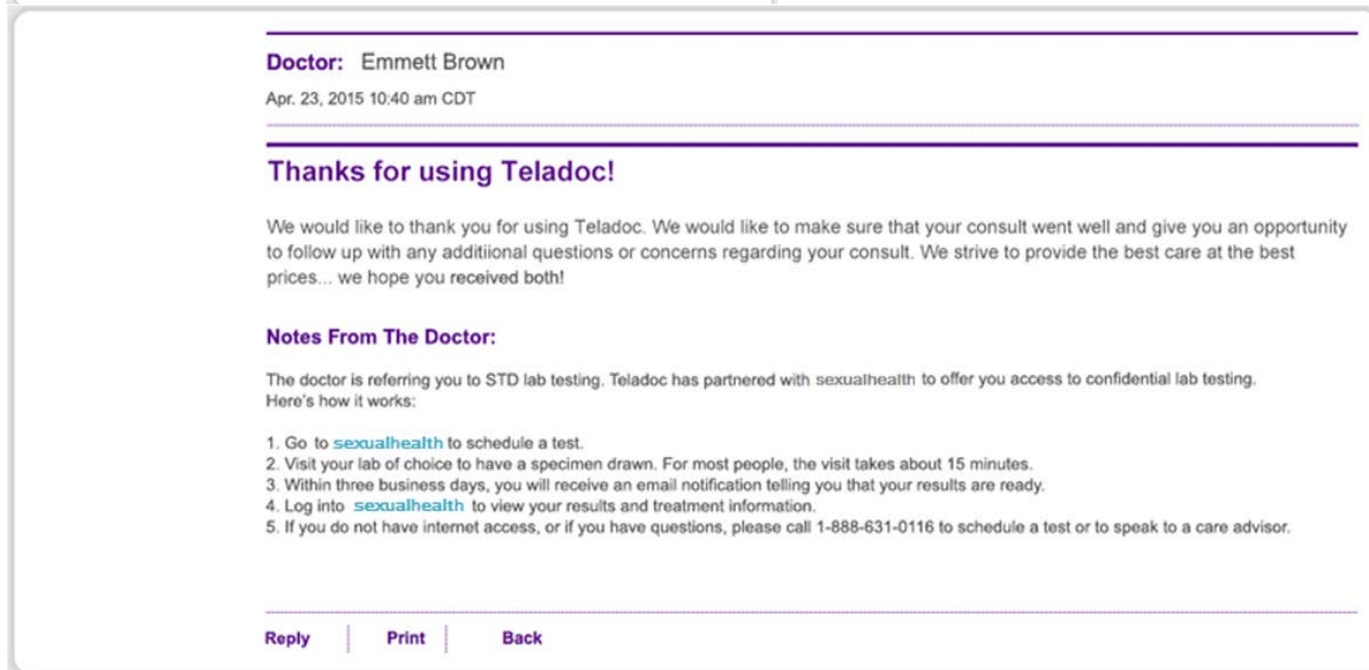
My Message Center 1 New Message(s) / Response(s) [VIEW ALL MESSAGES >](#)

A Message About Your Mar 22 Consultation
Mar. 22, 2015 [View](#)

A Message About Your Jan 26 Consultation
Jan. 26, 2015 [View](#)

A Message About Your Dec 23 Consultation
Dec. 23, 2014 [View](#)

In the message, the Member can click **'View'** to view the Sexual Health message.



Doctor: Emmett Brown
Apr. 23, 2015 10:40 am CDT

Thanks for using Teladoc!

We would like to thank you for using Teladoc. We would like to make sure that your consult went well and give you an opportunity to follow up with any additional questions or concerns regarding your consult. We strive to provide the best care at the best prices... we hope you received both!

Notes From The Doctor:

The doctor is referring you to STD lab testing. Teladoc has partnered with [sexualhealth](#) to offer you access to confidential lab testing. Here's how it works:

1. Go to [sexualhealth](#) to schedule a test.
2. Visit your lab of choice to have a specimen drawn. For most people, the visit takes about 15 minutes.
3. Within three business days, you will receive an email notification telling you that your results are ready.
4. Log into [sexualhealth](#) to view your results and treatment information.
5. If you do not have internet access, or if you have questions, please call 1-888-631-0116 to schedule a test or to speak to a care advisor.

[Reply](#) | [Print](#) | [Back](#)

When the Member selects the sexualhealth link, they are securely redirected to the Analyte sexualhealth site to order their STD Lab Tests.



Your Member ID #: 12345678910
[My account](#)

[WHO WE ARE](#)

[WHY TEST WITH US](#)

[HOW IT WORKS](#)

[PATIENT REVIEWS](#)

[STD TESTS OFFERED](#)

[GET STARTED](#)



WELCOME TO SEXUAL HEALTH

an industry leading doctor-guided digital testing service and

TRUSTED PARTNER OF TELADOC®

Concerned about an STD?

Learn more about our service below

Or call (888) 880-4723

to have a trained Care Advisor walk you through our service



Access Point 3 – Call center warm transfer

Step 1 – Call Center Scripting

- Scripting for set up of intake and 'warm transfer' from 1-800-TELADOC to **sexualhealth**:

“Thank you for calling Teladoc; my name is (Agent Name) How may I help you today?”

Member answers with trigger word or phrase for **sexualhealth** services

*Pending account: “Ok. I will be more than happy to help you with that. First let’s get you registered with Teladoc and then I can warm transfer you to **sexualhealth** for additional assistance” I would also like to provide you with the toll free **sexualhealth** phone number 888-631-0116.”*

- Scripting to ensure the Member is registered and medical history is complete prior to transferring to the **sexualhealth** Call Center Rep:

“Thank you for calling Teladoc; my name is (Agent Name) How may I help you today?”

Member answers with trigger word or phrase for **sexualhealth** services:

Active account: “Ok. I will be more than happy to help you with that. First let’s check to see that you are completely registered and that your medical history is up to date.”

Step 2 – Teladoc Call Center Member Registration

- The Teladoc Call Center representative will complete member registration and medical history, then call the **sexualhealth** Call Center to warm transfer.

Easy implementation

STD Lab Testing is an **enhancement** to our core service

- No additional PEPM/PMPM cost for the STD Lab Test feature
- Fully confidential—the member pays the lab test fee, which is provided outside of the plan
- Post-test doctor consultation fee is included in test fee
- No STD information will come back into Teladoc member's EHR or medical history