Teladoc Medical Experts Critical Care

Get the advice of an expert after a serious accident or catastrophic medical event

When you’re in the hospital because of a serious accident or severe medical event, the decisions about your care can be a matter of life or death. **Make sure those decisions are the right ones — with Teladoc Medical Experts Critical Care.** All it takes is one phone call. We’ll immediately put your case in the hands of a leading medical expert. A Teladoc Medical Experts’ physician will review your case in detail and share his or her recommendations within 48-72 hours. In addition, if needed, we send a nurse on-site to help coordinate care locally. Together, your doctor and ours will collaborate to ensure you have the right care at the right time, reducing your hospital stay and speeding your recovery.

**The support of a critical care expert when you need it most**

With Teladoc Medical Experts, you can draw on the expertise of leading critical care experts for acute medical events resulting in admittance to the ER, ICU or NICU, such as:

- Traumas to multiple organs and/or body systems
- Complications from the premature birth of a child
- Spinal cord injuries
- Traumatic brain injuries
- Severe burns
- Sepsis
- Acute Respiratory Distress Syndrome (ARDS) and Acute Lung Injury (ALI)

**How it works:**

![Diagram]

1. You are admitted to the hospital for an acute medical event. You or your family member calls Teladoc Medical Experts.
2. Teladoc Medical Experts collects your medical records in 24-48 hours. If necessary, we place a nurse on-site to gather information and help coordinate care.
3. Teladoc Medical Experts selects a critical care/trauma expert for your care. They review your medical records and develop treatment plan recommendations.
4. Your Expert Report is delivered in 48-72 hours. Immediate and longer term recommendations are shared with you and your local treatment team.
5. Teladoc Medical Experts collaborates with your treating physician and team. We ensure you’re getting the right care at the right time.

When you need answers, our medical experts can help.

Call 1-800-TELADOC (835-2362) | Visit Teladoc.com/MedicalExperts

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Frequently Asked Questions

Who are the Teladoc Medical Experts Physicians?
Teladoc Medical Experts has a network of over 50,000 leading medical experts in 450+ specialties and subspecialties. They include the top 5% of U.S. physicians; many are nationally recognized. Each has been selected as one of the best in his or her field by other doctors – and only other doctors.

How and when do I contact Teladoc Medical Experts after a catastrophic medical incident or trauma?
You can reach Teladoc Medical Experts at 1-800-835-2362. If possible, the call should be made as soon as you are admitted to the hospital or immediately afterwards.

What if I’m incapacitated and unable to call?
Your family members and health care proxy/advocate can call us on your behalf.

Is the service available to my family members?
Yes, as long as they are covered by your employer’s Teladoc Medical Experts benefit.

How long does the Teladoc Medical Experts review process take?
We collect your medical records, assign your case to an expert and provide his or her recommendations in a written report. The report is provided 48-72 hours after we receive your records.

How much does Teladoc Medical Experts cost?
Your employer provides Teladoc Medical Experts to you and your family at no cost.

Does Teladoc Medical Experts share my medical information with my employer?
No. Teladoc Medical Experts is 100% confidential. We will not share your medical information with your employer without consent from you or your representative.

What type of Teladoc Medical Expert will work with my treating physician?
Teladoc Medical Experts assigns an expert physician specializing in the treatment of patients in intensive care to be lead physician in our Critical Care cases.

Does the Teladoc Medical Expert take over my care?
No. The Teladoc Medical Experts physician collaborates with your local treating physician or team to ensure that the right care is delivered when and where it’s appropriate. Your treatment team remains responsible for your care with additional guidance from the Teladoc Medical Experts expert.

What if I have a medical challenge that doesn’t involve critical care or hospitalization?
Teladoc Medical Experts Critical Care is only appropriate if you’ve been admitted to the hospital for a critical medical event. However, we have expert physicians who can help with a wide range of other medical issues. If you are experiencing a non-critical medical challenge, call Teladoc Medical Experts at 1-800-835-2362.

What other services does Teladoc Medical Experts offer?
Teladoc Medical Experts offers a variety of services that help eliminate medical uncertainty of all kinds. Our In-depth Medical Review is like a second opinion, only better. Ask the Expert gives you answers to your personal medical questions from an expert specialist. And with Find a Best Doctor™ you’ll be matched to a leading specialist in your local area. Learn about our additional services at Teladoc.com/MedicalExperts.

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