

Pediatric FAQ

1. Will the TelaDoc pediatric network replace my child/minor's pediatrician?

No, TelaDoc does not replace the pediatrician or primary care physician for any member regardless of age. TelaDoc provides cross coverage consultations when your physician is not available.

2. What ages will be covered by the pediatric network?

The TelaDoc pediatric network will service all members up to 18 years of age.

3. Who are the physicians in the network?

Board certified state licensed pediatricians, primary care and urgent care physicians.

4. What services does the pediatric network provide for my child/minor?

TelaDoc physicians recommend treatment, diagnose and prescribe short term non Drug Enforcement Agency (DEA) controlled medication, when appropriate. TelaDoc may treat minor conditions such as: flu, colds, respiratory infections, pink eye and allergies.

5. Is there a different medical history disclosure (MHD) form for children?

Yes. A pediatric MHD must be completed for all children less than 7 years of age.

6. How is a consultation requested?

Consultations may be requested after the medical history disclosure (MHD) is completed. Parents, guardians or authorized consenters may request the consultation by calling [1.800.TelaDoc](tel:1800TelaDoc) (835.2362) or by going online at www.TelaDoc.com and logging in to their account.

7. Who may request the consultation for a child?

The parent, guardian or authorized consenter must request a consultation on behalf of the child/minor. Dependents under the age of 18 years may not request a consultation directly.

8. What is an authorized consenter?

An authorized consenter is an individual the parent or guardian has previously assigned to speak with the physician, on the child's behalf, in the parents' or guardians' absence. The authorized consenter must be appointed by the parent or guardian prior to any consultation.

9. How is an authorized consenter assigned?

Authorized consenters may be assigned by logging in to your account at www.TelaDoc.com and clicking 'Account Information' and completing the Add New Consenter section or by calling [1.800.TelaDoc](tel:1800TelaDoc) (835.2362). The first name, last name, date of birth, email address and last 4 digits of their social security number are required.

10. Will the child interact or speak to the physician directly?

The level of child involvement is at the discretion of the physician; however, the child must be present during the consultations. In all cases, the physician will speak directly with the parent, guardian or approved consenter.

11. What has TelaDoc put into place to ensure the medical safety of children?

TelaDoc maintains a gold standard of service through quality assurance programs for all consultations, regardless of age. This includes the pediatric network utilizing the Barton D. Schmitt, Pediatric Telephone Protocols, recommended by the American Academy of Pediatrics.

12. Will TelaDoc send the consultation results to the pediatrician or primary care physician?

Due to federal HIPAA guidelines, the parent or guardian must authorize TelaDoc to submit any medical information to the pediatrician or primary care physician.