



March 13, 2020

Dear Teladoc Health client,

We're passionate about taking care of people and, as the COVID-19 outbreak unfolds, we understand that our work to provide high-quality healthcare has never been more important.

The situation has evolved over the past 24 hours, as more clusters of cases have emerged in the U.S. and more people are seeking care and advice. More people are turning to Teladoc and we're here to serve their needs.

Most recently, we have seen visit volumes, questions, and registration requests rapidly accelerate and we are now supporting members at unprecedented scale. Prior to this week, we were serving demand consistent with peak flu volumes; on Wednesday, we began to see that spike into the range of 15,000 visits per day. We have now completed approximately 100,000 visits in the past week, which is up 50% over the prior week, and respiratory condition diagnoses are up 24% over the same month last year. You can read more in [today's press release](#).

In these unprecedented times, our doctors are taking care to assure that members' questions are answered and needs are resolved. All general medical consults are now being screened for COVID-19 risk factors according to CDC guidelines. We report suspected cases to the appropriate public health departments and our doctors guide patients through the next steps for home care, in-person care and/or testing. We continue to monitor incoming visit requests by geography and activate doctors to serve rising demand, and the Teladoc Health Medical Group is actively onboarding additional physicians to join our growing network.

Due to high demand for healthcare nationwide, people are experiencing longer than usual wait times – both at in-person care sites in their communities and at Teladoc. **We expect that healthcare needs will continue to escalate through the weekend, so we are helping our clients and members to prepare:**

- If you're new to using Teladoc, start by [visiting our website](#) for answers to frequently asked questions.
- For fastest support, we encourage members to contact Teladoc by mobile App or web. You can download the App on the [App Store](#) or [Google Play](#).
- Before their first virtual visit, members need to set up a Teladoc account and share their medical history on the app or on our [account set up page](#). Completing this step in advance accelerates visit requests.
- We recognize that unexpected wait times can be frustrating, especially when you're not feeling well, so we have updated our phone, web, and App messaging to help people understand that we are experiencing higher than usual call volumes. On web and App, our wait time estimator helps members to anticipate the expected time for a callback from a doctor.

We greatly appreciate your partnership as we navigate these unpredictable healthcare needs together. Should you have questions or unique needs, please reach out to your Teladoc Health client manager or me.

Best regards,

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

Kelly Bliss
Chief Client Officer
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