



Teladoc Medical Experts Medical Records eSummary



Get your medical records in a secure digital file

With our Medical Records eSummary service, Teladoc collects up to three years of your medical history and sends it to you in a convenient, secure digital file.¹ A medical expert will also review your records and provide you with a Health Alert Summary. This is a confidential report that tells you about any potential health concerns that they have identified.

Insurance & Investments
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Teladoc
HEALTH

 **Empire
Life**



How this benefits you

Convenience

Let Teladoc do the legwork, collecting your medical records from all facilities and delivering them to you, so you have them in one easy-to-access place.

Access

Medical Records eSummary allows you to keep your own medical information with you, in case you move, your physician retires, or you experience urgent/ emergency situations when travelling or on vacation.

Health Alert Summary

Teladoc Experts will review your collected medical records and offer guidance on any potential health issues via a Health Alert Summary.



How it works

1. Get started by visiting TeladocHealth.ca or calling 1 877 419-2378.
2. A Member Advocate (Registered Nurse) is assigned to your case and will contact you to understand the records you are interested in having gathered.
3. Once they have your consent, Teladoc contacts your treating physician(s), hospital(s) and other medical facilities where you may have received care to collect your medical records.
4. A Teladoc physician reviews your records and provides you with a Health Alert Summary. This includes their comments flowing from their review of your records. It will inform you of any potential health issues that they have identified.
5. Your medical records and Health Alert Summary are organized and sent to you via a secure digital file.

Teladoc helps you take control of your health and make medical decisions with confidence by guiding you in the right direction.



Contact Teladoc Medical Experts at 1 877 419-2378 or visit TeladocHealth.ca.

¹A member is entitled to access the Medical Records eSummary service once per calendar year.

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