

FAQs about your Teladoc Medical Experts Service

What conditions qualify for Teladoc Medical Experts services?

Teladoc Medical Experts provides services for a wide range of medical conditions from back pain and sports injuries to chronic diseases and life-threatening illnesses.

Do I have to follow Teladoc Medical Experts recommendations?

No. You remain in full control of your healthcare decision-making. Our recommendations are completely voluntary. Our goal is to help you make informed medical decisions.

Is getting an Expert Medical Opinion from Teladoc Medical Experts insulting to my treating doctor?

It should not insult your physician. Treating physicians who have worked with Teladoc Medical Experts appreciate having access to respected experts in their field of practice and information regarding innovative diagnostic and treatment options that might not be available in their local communities.

Do public healthcare plans pay for treatments recommended by Teladoc Medical Experts?

Teladoc Medical Experts only recommends courses of treatment. The final decision about treatment is made by you and your treating doctor. Costs are usually covered through government, employer, or personal health insurance plans.

Is there a maximum on how much I use my Teladoc Medical Experts services?

All Teladoc Medical Experts members can use their services as many times as they would like throughout the lifetime of their policy.

What will I need to do once a service has been initiated?

Wait for our call and track case updates online. Depending on the service initiated, your Teladoc Medical Experts team will work together on your behalf, gathering all relevant information to match you with the right specialist and deliver detailed reports with recommendations on your best health path forward.

Who are the doctors that Teladoc Medical Experts uses?

The Teladoc Medical Experts physicians are among the top 5% of practicing specialists worldwide, selected by peers through a comprehensive review process. We have a network of more than 50,000 physicians in over 450 medical subspecialties.

Doctors cannot pay to be included on the Teladoc Medical Experts list or nominate themselves for consideration.

Is Teladoc Medical Experts private healthcare?

No. There are many types of coverage that exist to help people, from dental insurance to medical insurance to long-term disability and group critical illness. Teladoc Medical Experts is a service that can be part of one of these organizational or personal insurance plans or as a stand-alone benefit.

Can Teladoc Medical Experts arrange for an individual to “jump the queue”?

Teladoc Medical Experts works within the Canadian healthcare system and has no leverage to help members jump the queue.



Starting a case is easy

Go online at Teladoc.ca/medical-experts
or call 1-877-419-2378