



February 28, 2020

Dear client,

Teladoc Health continues to closely monitor the outbreak of the COVID-19 virus. As we prepare ourselves for a potential escalation of the situation, our commitment to providing high-quality healthcare has never been more important. While this is a rapidly unfolding situation, we do not expect any service interruption due to COVID-19 and we would like to summarize key elements of our readiness plan and response.

First and foremost, our top priority is delivering the right care to meet the physical and emotional needs of patients during this time.

- Teladoc Health has made extensive resources available to educate and support our clients and patients on the facts of this outbreak and how to seek care. Communication materials (FAQs, emails and flyers) are available to support patient outreach. Our clients can access these materials on the [Teladoc Health Engagement Center](#) and we will update as new information becomes available.
- Virtual care is proven to be a highly effective method for evaluating and treating symptoms, while minimizing exposure to potentially contagious viruses. Our doctors are always available by phone, video, and mobile app to help with non-emergency health issues such as respiratory infections, flu symptoms, and many other illnesses. The doctor evaluates symptoms and provides medical advice, which may include treatment and a prescription, if medically appropriate.
- If you think you've been exposed to the coronavirus, it's important to reach out to a healthcare provider, like Teladoc Health. During this outbreak, our doctors are requesting a detailed travel history from patients presenting symptoms of fever and acute respiratory illness. While we are unable to conduct COVID-19 diagnostic testing services and therefore cannot confirm diagnoses, our care providers will help guide patients to that next step and contact the appropriate health department in accordance with reporting requirements.
- While no specific treatment for COVID-19 infection is indicated at this time; Teladoc Health care providers will provide supportive care to relieve symptoms for affected patients, addressing both physical and mental health needs.
- To keep healthcare workers safe while caring for patients with infectious diseases, Teladoc Health and InTouch Health are providing support and educational resources to help our hospital and health systems clients deliver remote care to affected patients.

In response to COVID-19, Teladoc Health is working closely with public health experts around the world including the World Health Organization and the U.S. Centers for Disease Control and Prevention.

- We have been actively partnering with the CDC for several weeks now, providing near-real time disease surveillance data and exchanging insights about disease-specific clinical protocols. We are navigating patients to the appropriate local care and diagnostic testing centers and we are following up with patients to assure resolution of their medical needs.



- Led by our Chief Medical Officer, Dr. Lewis Levy, our global medical directors in countries across the Americas, Asia, the Middle East, and Europe are in daily communication and brief our care providers on the most up-to-date information regarding the appropriate way to evaluate and treat patients at potential risk for the virus.. Our clinical quality leadership gives us unmatched expertise in rapidly translating emerging best practice into the right care at the right time.

While the global impact of this outbreak is uncertain, we have activated our own Pandemic Response Plan to assure full business continuity and deliver upon our commitments without disruption.

- As the global leader in virtual care, our **clinical operations** are geographically distributed and make us particularly resilient in the event of a more widespread pandemic. Within the Teladoc Health Medical Group, we have ample capacity to support surges in visit volume and, as part of our standard operating procedure, we monitor incoming visit requests by geography and activate physicians to serve demand in a timely manner.
- Around the world, our **customer service teams** have redundant contact centers and remote staffing plans to assure resilient operations. We already have a strong culture of telework and workplace flexibility that will help make any necessary adjustments easier. Should a pandemic arise, we will encourage employees to work from home where possible and we will guide supervisors on how to support employees if they exhibit symptoms of illness. We will monitor staffing levels and assist supervisors in finding ways to maintain critical operations in the event of any staffing shortages. Additionally, all Teladoc Health employees and their families have access to our own virtual care services for convenient, high-quality care medical care and advice.
- From a **technology** perspective, we have redundant operations and a scalable cloud-based platform capable of providing the same level of support and response time for more than 50,000 visits per day. Serving the highest virtual care visit volume in the industry, we have proven our ability to scale: in 2019, we conducted more than 4 million visits and we have cared for more than 10,000 patients per day during the most recent flu season.

We are passionate about caring for patients and dedicated to keeping our promises to you during this important time. Should you have any questions or unique needs, please reach out to your Teladoc Health client manager or me and we will ensure you have the support you require.

Best regards,

A handwritten signature in cursive script that reads "Kelly Bliss".

Kelly Bliss
Chief Client Officer
kbliss@teladochealth.com