

# Get an Expert Medical Opinion



## What is Teladoc Medical Experts?

**If you are faced with a medical condition, trying to sort through the maze of information can be as stressful as the diagnosis itself.**

With critical illness insurance or personal health insurance from Sun Life, you can get access to Teladoc Medical Experts—an international physician network that offers an expert medical opinion to help you understand your medical condition and treatment options.<sup>1</sup>

When you're facing the uncertainty of a medical condition, Teladoc Medical Experts offers services to give you the information you need to make more informed decisions about your health care.

### **Teladoc Medical Experts offers a range of services that can help you:**

- Feel confident about your diagnosis and treatment options
- Answer your medical questions and concerns
- Find a specialist or treatment facility either within or outside Canada
- Navigate the healthcare system with useful resources

*The right information. The right diagnosis. The right treatment.*

## Your available services

### **Expert Medical Opinion<sup>2</sup>**

Have world-renowned specialists review an existing diagnosis or treatment plan to confirm or recommend a modified path forward.

### **Personal Health Navigator**

Get a variety of information that's condition-specific, including websites, articles, and community resources that can assist your medical needs.

### **Find a Doctor**

Provides names of local specialists who meet your specific criteria.

### **Care Finder**

Provides names of specialists outside of Canada who meet your specific criteria.

### **Ask the Expert**

Receive personalized answers to questions about a medical condition, treatment option or symptom.

### **Mental Health Navigator**

Get guidance on a mental health condition that isn't improving or if you are questioning a treatment plan.

<sup>1</sup> This value-added service is included with the purchase of some critical illness or personal health insurance plans from Sun Life.

<sup>2</sup> Service formerly known as InterConsultation.

## An expert medical opinion is only a call away

Once insurance coverage is in place, you can access Teladoc Medical Experts services at any time. The services are available for you, your spouse, dependent children, parents and parents-in-law.



## Family access to Teladoc Medical Experts services

You, your spouse, dependent children, parents and parents-in-law can use the services if you have any type or degree of medical uncertainty. You can also extend a one time gift of services to your grandparent or sibling. You don't need to make a claim to access the services. Your Teladoc Medical Experts coverage will remain in place for up to four months after your policy ends.

### What to expect when you connect with Teladoc Medical Experts

A Teladoc Medical Experts clinical representative will provide you with ongoing support and guidance.

#### Your representative will:

- assist you throughout the Teladoc Medical Experts process,
- liaise with the Teladoc Medical Experts specialist(s) reviewing your case, and
- keep you informed of the progress.

## Get more out of your critical illness insurance or personal health insurance

Access Teladoc Medical Experts when you need it.

Call [1-877-419-2378](tel:1-877-419-2378)

Visit [teladoc.ca/medical-experts](https://teladoc.ca/medical-experts)

Make sure to have your critical illness or personal health insurance policy number on hand to access the service.

Unless specified otherwise, "you" and "your" mean the insured person.

Teladoc Medical Experts isn't part of the insurance policy. We can't guarantee its availability. It may be withdrawn or modified at any time, without any notice.

All representations about the services of Teladoc Medical Experts are those of Teladoc Health, Inc. and not Sun Life Assurance Company of Canada.

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