



NEWS RELEASE

Teladoc Health Launches Telemedicine Service in Canada, Expanding Portfolio of Available Healthcare Solutions

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Canadians to benefit from access to anytime, anywhere high-quality physician care

TORONTO, March 28, 2019 (GLOBE NEWSWIRE) -- **Teladoc Health** (NYSE: TDOC), the global leader in virtual care, announces today the launch of Teladoc Telemedicine Services, the first-of-its-kind offering to provide Canadians with 24x7 access to convenient, high-quality medical care regardless of their location across the country. The new service addresses head-on the healthcare access issues Canadians are facing in terms of overcrowded emergency rooms, physician shortages, and long wait times, which have been persistent in rural and urban areas alike. It also supports efforts of employers to address illness-related productivity issues.

With Teladoc Telemedicine Services, Canadians will have access to convenient, high-quality medical care, whenever they need it, across the country.

Barriers surrounding access to healthcare in Canada are well documented. According to Statistics Canada, approximately 5 million Canadians over the age of 12 do not have a regular care provider¹, and for those who do, same- or next-day appointments are difficult to obtain². In rural areas, only 8 per cent of Canadian physicians are reported to be practicing, with the majority located in and around urban hubs³. Patients can be left with the choice to skip care or seek it via emergency room visits, while employers often absorb the impact of absenteeism, costing the Canadian economy \$16.6 billion dollars annually⁴.

“Through a powerful combination of high-quality Canadian physicians available coast-to-coast, consumer-friendly technology, and unrivaled market expertise, we are proud to be helping Canadians get the right care on their terms, when and where they need it,” explained Dr. Lewis Levy, MD, FACP, chief medical officer, Teladoc Health. “People today want a better healthcare experience. We are empowering patients across Canada to confidently and easily access care via the proven innovation of Teladoc Telemedicine Services.”

The Teladoc Telemedicine Service connects patients with a licensed doctor who speaks the member’s choice of French or English and can provide immediate resolution for an array of conditions. Cold and flu, allergies, upper respiratory infections, pink eye and urinary tract infections are among the many conditions for which members can be diagnosed and prescribed medication (if necessary), via phone or mobile app, 24x7x365.

“We have a rich history in Canada that includes more than two decades of experience working alongside our clients and members across the country,” explained Karen Grant, vice president, global product strategy, Teladoc Health. “The introduction of our telemedicine services represents another advancement in modernizing the healthcare experience with a central focus on meeting Canadian’s needs for high quality care and real-time resolution.”

Teladoc Telemedicine Services is the first telemedicine service in Canada to provide access to care not only anywhere in Canada but also in the United States. Members are assured peace of mind when traveling for business or for family holidays to the U.S.

Currently available for sale to employers and insurers throughout Canada, the new offering builds upon Teladoc Health’s existing portfolio of expert medical and mental health services already available to major employers and health insurers across the country under the **Best Doctors** brand.

For more information, visit <http://go.teladoc.com/telemedicinecanada>.

About Teladoc Health

Teladoc Health is a mission-driven organization, successfully transforming how people access and experience healthcare, with a focus on high quality, lower costs, and improved outcomes around the world. The company’s

award-winning, integrated clinical solutions are inclusive of telehealth, expert medical services, AI and analytics, and licensable platform services. With more than 2,000 employees, the organization delivers care in 130 countries and in more than 30 languages, partnering with employers, hospitals and health systems, and insurers to transform care delivery, providing more than 2.6 million visits in 2018. Best Doctors, based in Toronto for the last 20 years, is now part of Teladoc Health, Inc. For more information, please visit www.teladochealth.com or follow [@TeladocHealth](https://twitter.com/TeladocHealth) on Twitter.

References

- 1 Statistics Canada, 2016. Primary Health Care Providers, 2016.
- 2 Canadian Institute for Health Information, 2015. How Canada Compares: Results From The Commonwealth Fund 2015 International Health Policy Survey of Primary Care Physicians.
- 3 Canadian Family Physician August 2018, 64 (8) 621; Recruiting physicians to practice in rural communities.
- 4 Sun Life Financial, 2013. Absenteeism Trends in Canadian Organizations Missing in Action.

Media Contacts:

James Thayer

Golin Canada

647-475-4758

jthayer@golin.com

Courtney McLeod

Director of Communications

914-265-6789

cmcleod@teladochealth.com

A photo accompanying this announcement is available at

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