



Teladoc<sup>™</sup>  
HEALTH

made available through  
♥ aetna<sup>™</sup>

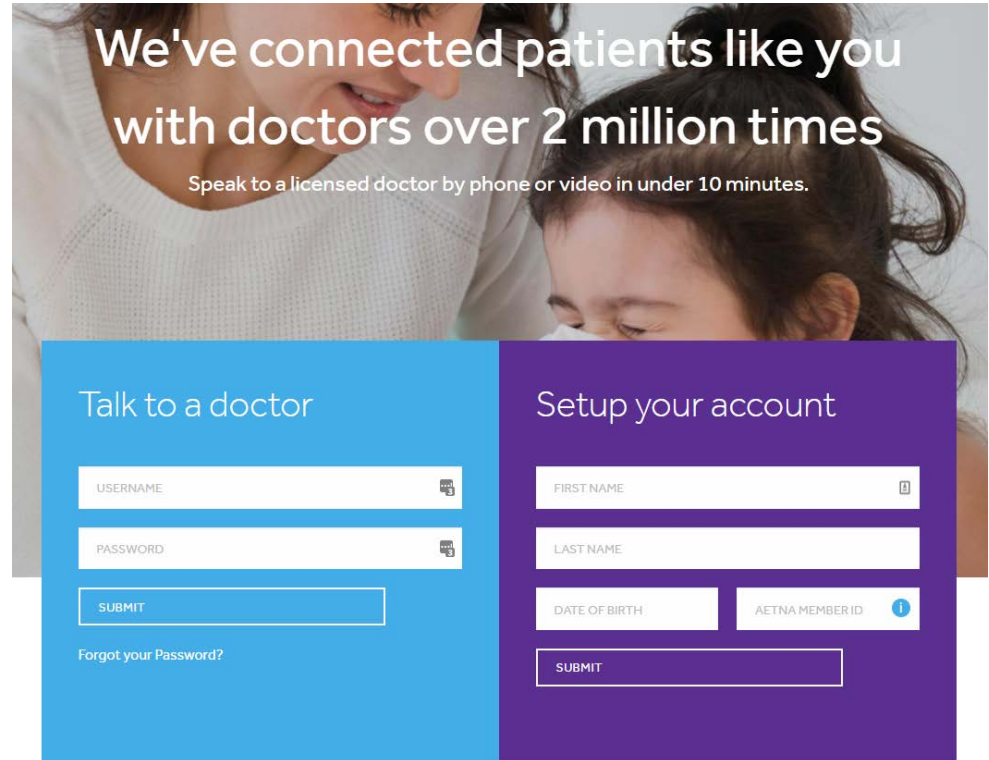


# Behavioral Health Care

Website visit request member experience

# Login page

- If already registered, member logs in at [teladoc.com/aetna](https://teladoc.com/aetna) by entering the username and password previously created





The image shows the Teladoc Health login page. At the top, there is a banner with a background image of a doctor and a patient. The banner text reads: "We've connected patients like you with doctors over 2 million times" and "Speak to a licensed doctor by phone or video in under 10 minutes." Below the banner, there are two main sections: "Talk to a doctor" on the left and "Setup your account" on the right. The "Talk to a doctor" section has a blue background and contains fields for "USERNAME" and "PASSWORD", a "SUBMIT" button, and a link for "Forgot your Password?". The "Setup your account" section has a purple background and contains fields for "FIRST NAME", "LAST NAME", "DATE OF BIRTH", and "AETNA MEMBER ID", a "SUBMIT" button, and an information icon next to the member ID field.

We've connected patients like you  
with doctors over 2 million times

Speak to a licensed doctor by phone or video in under 10 minutes.

**Talk to a doctor**


USERNAME 

PASSWORD 

SUBMIT


[Forgot your Password?](#)

**Setup your account**

FIRST NAME 

LAST NAME

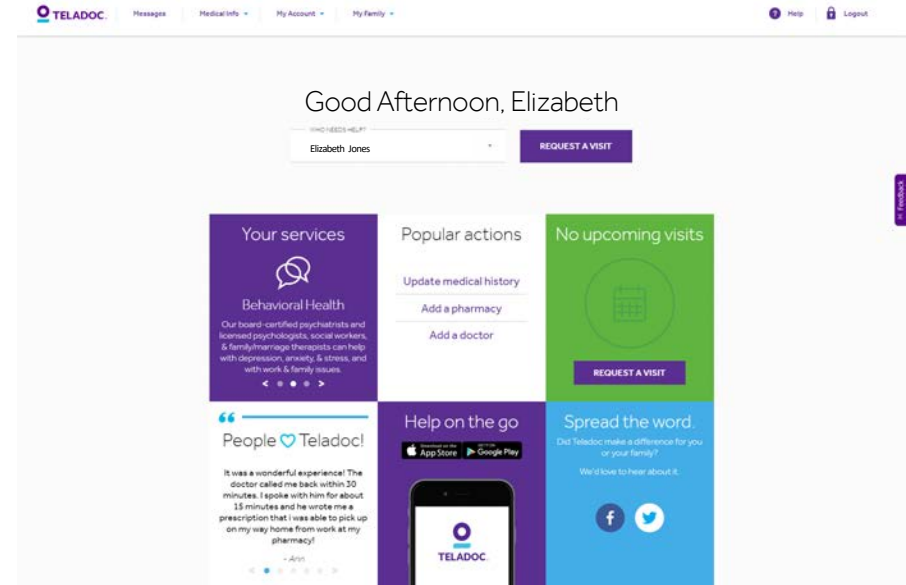
DATE OF BIRTH

AETNA MEMBER ID 

SUBMIT

# Home page

- Clean, succinct top navigation makes it easy to move around the site
- Members see relevant information about services available to them
- Easy access to begin the request a visit process from home page



# Request a visit – basics

- Member selects the state they will be in for the visit and the visit type

The screenshot shows the Teladoc 'Request a Consult' form. On the left is a purple sidebar with the Teladoc logo and a FAQ section titled 'Why don't I see all my dependents (or family members)?' with text explaining that individuals 18 and older need to create their own account. The main form area has a progress bar at the top with three steps: '1. Consult Details', '2. Billing Information', and '3. Review & Submit'. The title 'Request a Consult' is followed by a welcome message and a disclaimer. The form includes a dropdown for 'Who is this consultation for?' with 'Elizabeth Jones' selected, a dropdown for 'Where will you be located during this consultation?' with 'New York' selected, and a dropdown for 'Consultation Type' with 'Behavioral Health' selected. A vertical 'Feedback' button is on the right edge.

**TELADOC**

1. Consult Details 2. Billing Information 3. Review & Submit

## Request a Consult

Welcome, Demo2 April! A Teladoc Physician Is Waiting To Help You.

If this is a **medical emergency**, please dial 911 or go to your nearest medical facility immediately.

Who is this consultation for?\*

Elizabeth Jones

Where will you be located during this consultation?\*

New York

Consultation Type\*

Behavioral Health

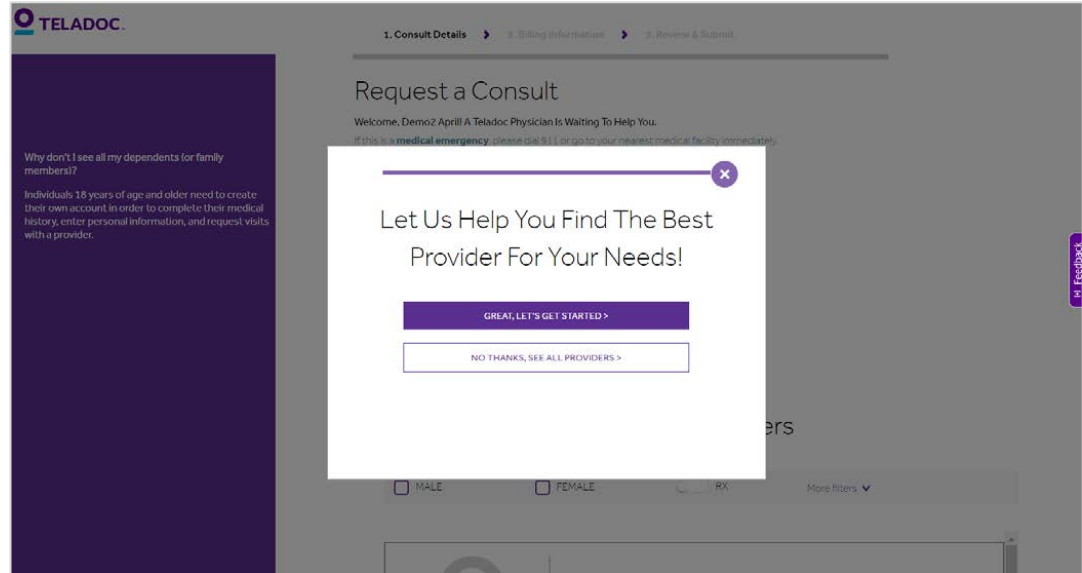
Feedback

Why don't I see all my dependents (or family members)?

Individuals 18 years of age and older need to create their own account in order to complete their medical history, enter personal information, and request visits with a provider.

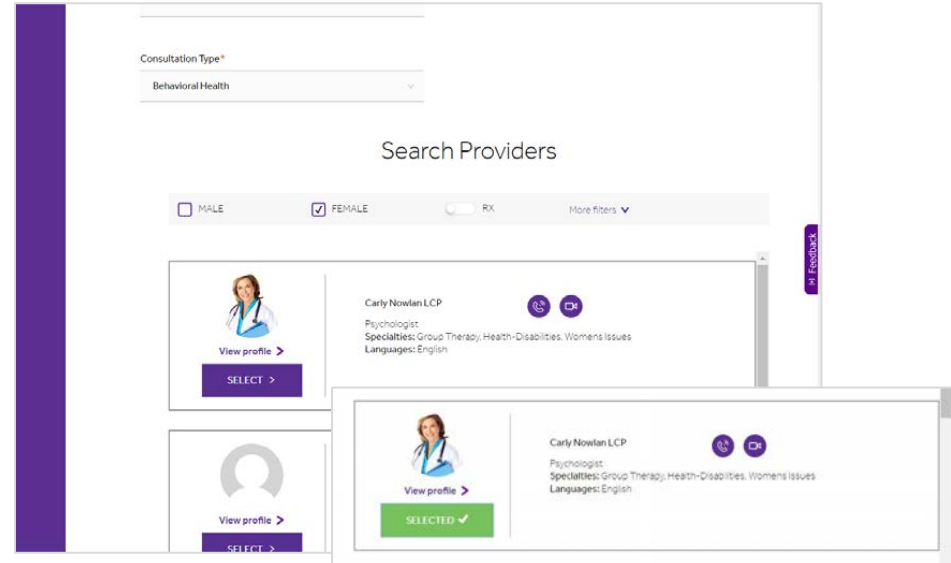
# Matching tool

- When a member chooses Behavioral Health, they are prompted to use our 'matching tool', a wizard-like experience that assists them in selecting the best provider for their needs
- As an option, members can answer 5 preference and light clinical questions and the responses are used to set filters on the provider selection page



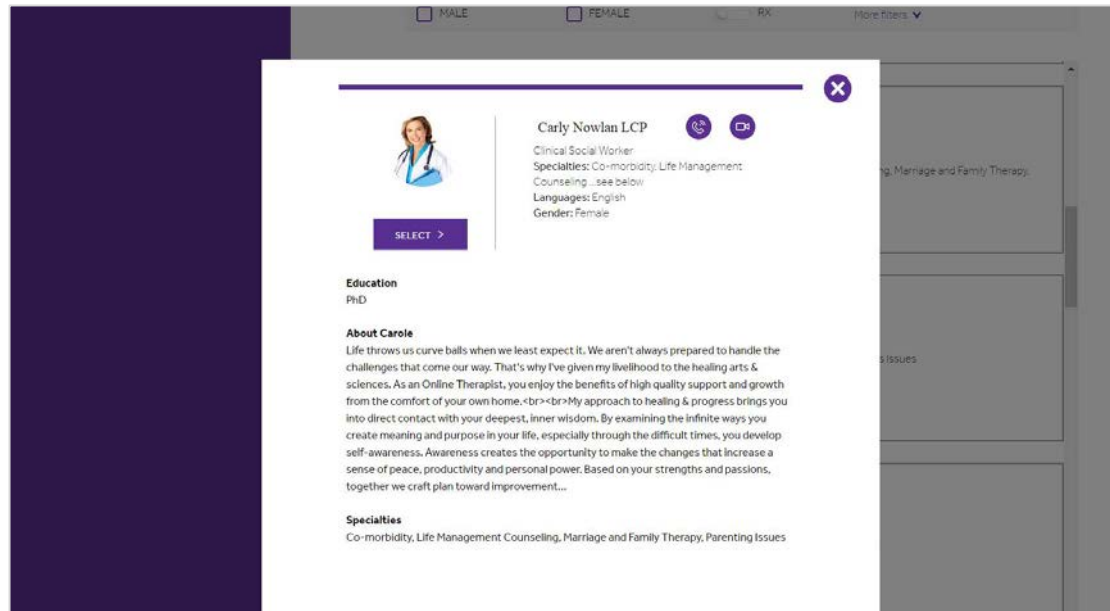
# Select a provider

- Whether the member has used the Matching Tool, or whether they bypassed the Tool, they will see a list view of the providers that are licensed in their state
- Members may request a visit with a psychiatrist, a psychologist, or other licensed therapist
- If the matching tool was used, filters would be pre-selected, based on the member responses
- Members typically choose a therapist or psychologist first, and then may be referred to a psychiatrist, if the therapist feels an evaluation for medication is appropriate. Should a patient begin with a psychiatrist, the patient may be referred to a therapist for talk therapy if appropriate.



# Provider profile

- By clicking on the 'view profile' link on the summary view members can see a more detailed provider profile



# Request appointment times

- Members schedule a video visit and propose 3 appointment times to the provider. Members may request a visit with a psychiatrist, a psychologist, or other licensed therapist.
- Members may also indicate the reason for the visit, and provide any additional information on scheduling preferences.
- The member will be prompted to test their computer to ensure it supports video. Members may elect to do this at a later time, if they will be joining from a different device.

When would you like the doctor to call you back? \*

\* Scheduled Appointment

What audio method would you like for your video consult? \* Video with Phone

What time zone will you be in during this consult? \* Eastern Time (US & Canada) Current: 03:01 PM

What is your first preferred appointment time? \* 05/08/2017 4:00 PM

What is your second choice? \* 05/11/2017 5:00 PM

What is your third choice? \* 05/15/2017 4:00 PM

Upon submission of your request, please allow up to 48 hours for an available appointment time. The earliest available appointment time is 72 hours from now.

This is not an on-demand service and should not be used in situations requiring immediate assistance, please call 911 or go to your nearest emergency room.

If you need to change any of your requested times, please use the calendar fields above.

In a few words, please tell us the reason you are requesting a visit today so your provider is better prepared to help.

Also, in case your provider is unable to confirm any of your times above, please provide additional scheduling information that would be helpful.

Calendar view for May 2017:

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Time slots for 05/15/2017:

Time
4:00 PM
4:30 PM
5:00 PM
5:30 PM
6:00 PM
6:30 PM

Third Choice: 05/15/2017 04:00 PM

0/250



# Assessment

- Members complete the APA's DSM-5 Self-Rated Level 1 Cross-Cutting Symptom Measure which assesses 13 mental health domains across psychiatric diagnoses and helps give clinicians additional areas of inquiry
- It is used as both an initial assessment and to track changes in symptom presentation over time
- If a member responds that they have had thoughts of hurting themselves, they are prompted to call for emergency assistance

Emotional Health Questionnaire

During the past TWO (2) weeks, how much, (or how often) have you been bothered by the following problems?	None: Not at all	Slight: Rare, less than a day or two	Mild: Several days	Moderate: More than half the days	Severe: Nearly every day
1. Little interest or pleasure in doing things?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Feeling down, depressed, or hopeless?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Feeling more irritated, grouchy, or angry than usual?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Sleeping less than usual, but still have a lot of energy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Starting lots more projects than usual or doing more risky things than usual?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Feeling nervous, anxious, frightened, worried, or on edge?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Feeling panic or being frightened?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Avoiding situations that make you anxious?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Unexplained aches and pains (e.g., head, back, joints, abdomen, legs)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Feeling that your illnesses are not being taken seriously enough?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Thoughts of actually hurting yourself?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Hearing things other people couldn't hear, such as voices even when no one was around?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Feeling that someone could hear your thoughts, or that you could hear what another person was thinking?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Problems with sleep that affected your sleep quality over all?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Problems with memory (e.g., learning new information) or with location (e.g., finding your way home)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Unpleasant thoughts, urges, or images that repeatedly enter your mind?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Feeling driven to perform certain behaviors or mental acts over and over again?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Feeling detached or distant from yourself, your body, your physical surroundings, or your memories?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Not knowing who you really are or what you want out of life?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Not feeling close to other people or enjoying your relationships with them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Drinking at least 4 drinks of any kind of alcohol in a single day?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Based on your response to the behavioral health questionnaire, you have had thoughts of hurting yourself in the past two weeks. If you have current thoughts of hurting yourself or thoughts of suicide, please call 911 or the National Suicide Prevention Lifeline at 1-800-273-8255.**

**OKAY**

# Contact information

- Members then provide contact information and answer where they would have gone if Teladoc were not available
- The member is prompted to indicate a pharmacy, if a psychiatrist was selected, in case an Rx is prescribed. If the member selected a psychologist or licensed therapist this question does not display

The screenshot shows a web form for providing contact information. It includes sections for preferred reminder methods (Email and Text Message), preferred contact methods (Primary Phone, Secondary Phone, and Other), and a list of nearby pharmacies. At the bottom, there is a question about where the user would go if Teladoc were not available, along with CANCEL and CONTINUE buttons.

What's the best way to send you a reminder prior to your consultation? \*

☐ Email Please Select

☐ Text Message Please Select

What's the best way to contact you?

Primary Phone\* Please Select

Secondary Phone Please Select

Other Ext.

Comments

What's the most convenient pharmacy near you?

The following list of pharmacies may include pharmacies that are not in your network. Before choosing a pharmacy, make sure that your benefit plan will cover prescriptions filled at that pharmacy.

☒ Add New Pharmacy

☐ Set pharmacy to your profile?

Where would you have gone if Teladoc was not available? \*

CANCEL CONTINUE

[Privacy Policy](#) [Terms and Conditions](#)

# Review & submit

- Members review the information they provided in the request process, agree to the Terms of Service and Terms and Conditions and click Continue to submit the request

1. Consult Details

2. Billing Information

3. Review & Submit

## Review And Submit

Patient

Patient Contact Numbers

Consult Alternative

Consult State

Consult Type

Consult Method

Consult Mode

Provider

Time zone

First Preferred Appt Date:

Second Choice Date:

Third Choice Date:

Pharmacy

Elizabeth Jones

Primary Phone (215) 212-3333

Therapist/Psychologist:

PA

Behavioral Health

Phone

Scheduled

Carly Nowlan LCP

Eastern Time (US & Canada)

05/08/17

05/10/17

05/15/17

Not selected

Requested Time:

Requested Time:

Requested Time:

05:00 PM

05:00 PM

09:00 AM

EDIT

Upon submission of your request, please allow up to 48 hours for a provider to confirm your appointment, therefore the first available appointment time is 72 hours from now.

This is not an on-demand service and should not be used in situations where immediate access to a provider is required. If you require immediate assistance, please call 911 or go to your nearest emergency medical facility.

Agreement

☒ I agree to the [Terms of Service](#) and the [Terms and Conditions](#).

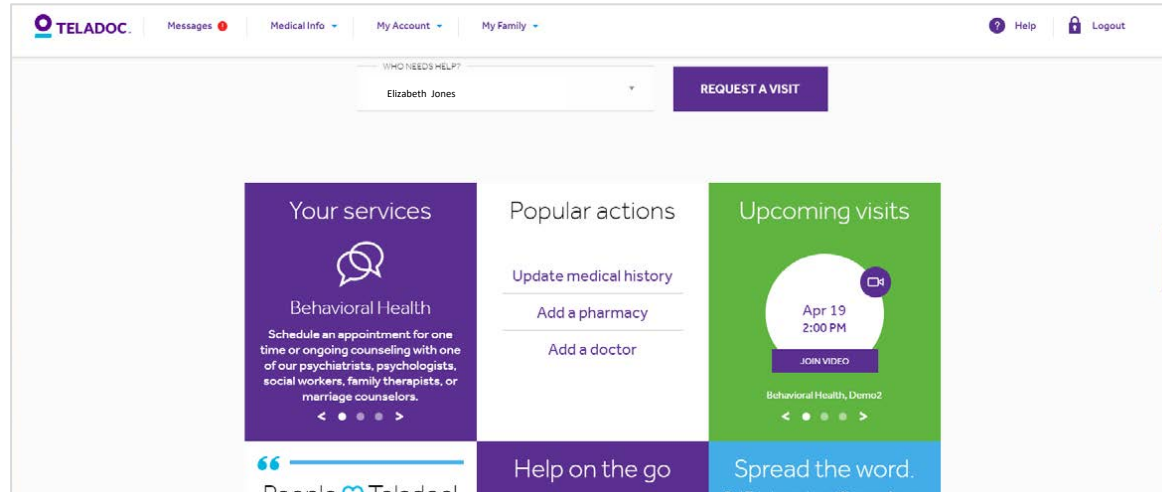
« PREVIOUS

CONTINUE »

[Privacy Policy](#) [Terms and Conditions](#)

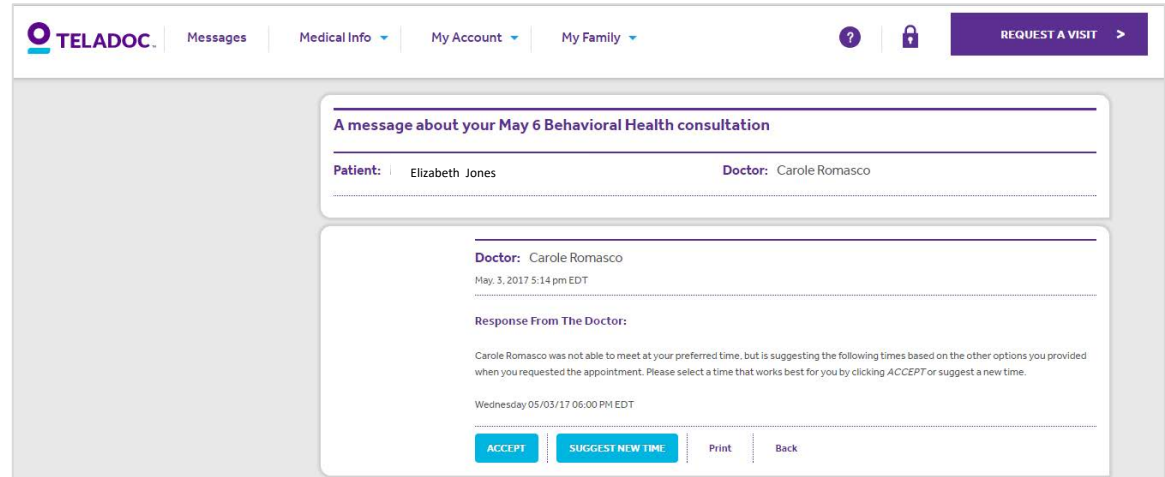
# Home page – Upcoming visit

- On the home page, member now sees the visit details in the Upcoming Visit tile. Members can join the video visit through this tile
- The member will also receive an email, text or mobile app push reminder, depending upon communication preferences set




# Provider response

- The provider views the member's appointment request and can accept one of the requested times, or can propose an alternate time back to the member
- The member receives an email, alerting him or her to view the provider's message in the Message Center. When the provider proposes a new time, the member may accept from the message center




# Video visit


- The member joins the video visit through the link in the Upcoming Visits tile on the home page.
- Follow-up visits are scheduled during the visit, simplifying the appointment setting; members receive notification emails and the visit is added to website home page
- The provider may also send educational materials to the member's secure message center



### Video Consultation for Elizabeth Jones



#### Coping With Grief



##### What can you expect when you grieve?

When grieving, it is normal to:

- Feel sad and yearn for who or what you have lost. These feelings are central to all grieving.
- Feel worry, confusion, anger, or guilt.
- Be overly sensitive to others' behavior.
- React strongly to seemingly minor losses or changes when they trigger feelings of grief over your major loss.
- Feel insecure and alone, and want to stay away from people.

As you recognize each feeling and accept it, you will be able to work through the feeling and heal your emotional distress.

In the middle of your busy life, it can be hard to fully grieve a loss. There can be some obstacles to grieving. These may include having to return to work or school too soon after a loss, having no formal way to express your grief, or not being able to take part in a ritual or ceremony to express your grief. If you find that these or other things make it hard for you to function after a loss, talk to a counselor, attend a bereavement support group, or both.

##### How can you manage your grief?

###### Identify your feelings

Sometimes after a loss, it is hard to figure out exactly what you are feeling. You may have several feelings at the same time or conflicting feelings, such as sadness and relief. Writing is a good way to identify what you are feeling.

Monitors about what you are feeling.