



IN CASE OF A MINOR INJURY OR ILLNESS

TELEHEALTH SERVICES:

Your plan includes access to virtual telemedicine services, which **helps avoid the high expenses of seeking treatment** at a local provider, urgent clinic, or ER.

TELADOC For Minor Illness or Injury.

For participants who require **non-urgent medical services**, **Teladoc** is a **24/7/365** virtual medical care via app or phone with trained, licensed and experienced doctors, with multi-language capabilities. The doctors diagnose and treat minor illnesses, injuries, infections, colds and allergies.

Follow the steps below to access **Teladoc**.

STEP 01

ACCESS

- Call **317-316-9612** and IMG will verify eligibility.
- IMG will provide the member with Teladoc information and login code.
- IMG will send an email with written instructions.

STEP 02

REGISTER

- Schedule a virtual consult via the Teladoc app.
- Request a video consult or use the call back feature.
- Upload photos to support diagnosis of the condition.
- View scheduled appointments on the app.

STEP 03

TELECONSULT

- Access to a MD via video (press "start a video") or by phone (doctor calls you).
- Treatment advice for non-urgent and acute conditions is provided.

STEP 04

REVIEW

- After the appointment, doctor's notes are published.
- Rx provided in PDF or sent to the nearest pharmacy if applicable.

TELUS Health For Mental Health & Wellbeing.

Remote Mental Health Services are available 24/7/365. Participants who are struggling with their mental health and wellbeing can speak with a licensed professional at anytime from anywhere. **TELUS Health** provides expert assistance and support for a variety of issues: Stress at home or at school, financial issues, health issues, emotional wellbeing due to cultural adjustment, loneliness & loss, social pressures, victim of a crime, feeling disconnected and more.

Follow the steps below to access **TELUS Health**.

01 ACCESS

- Call **317-316-9612** IMG's hotline to access Remote Behavioral Health Services.
- IMG will either warm transfer to Telus Health or Member provides name and phone number and is advised the Telus Health will call them to schedule an appointment.

02 ASSESSMENT

- Clinical services will be either telephonic or online.
- Stabilization and intervention of acute situation handled by U.S. mental health expert.
- Evaluation for signs of self-harm, substance abuse, or violence.

03 ACTION PLAN

- Escalation to IMG's Medical Assistance team in case of self-harm, substance abuse, or violence.
- Need for referrals to other providers for additional services.
- Determine if hospitalization/repatriation required.

04 CONTINUOUS SUPPORT

- When required, IMG will access its global network to provide additional provider support services for clinics, hospitals, and repatriation.

05 FOLLOW UP

- IMG medical desk may make additional follow-up call within 24 hours to help ensure the member's issue has been resolved.