



Fort Bend County Podcasts

Podcast Episode 1-Teladoc

May 23, 2024

Gina: Welcome to our first episode with Benefit Detectives. I'm Gina.

Wendy: And I'm Wendy. And our topic today is gonna be Teladoc.

Gina: Okay. I know that this is a service that we received on the first of this year, so this is new, to all employees that are on the Fort Bend County plan, whether it's plan a or plan b and their dependents.

Wendy: And did you receive the Teladoc envelope in the mail?

Gina: Yes. I did, but did I open it? No. ****Laughing**** I didn't. I'm so bad on opening mail. Golly.

Wendy: Well, you need to open it because it's your Teladoc membership and it gives you, the steps to set up your account.

Gina: Oh, okay. So, what are the ways to set it up?

Wendy: You can set it up on the app. You can go to their website. You could also call them.

Gina: Okay.

Wendy: And they'll assist you with registering your account.

Gina: Have you used Teladoc yet?

Wendy: No. Not yet.

Gina: Oh, okay. Well, let me tell you about Teladoc. We had an experience even though I did not open my mail, but we had the chance to use the service. So, my son, who is 18 years of age so keep in mind, anyone who is on your plan, even though they're on your plan but they're over the age of 18, will have to set up their own account.



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Gina: So with that being said, my son woke up one morning and it was close to 7 o'clock in the morning. He was not feeling well for school. So we went ahead and we called Teladoc because we at that time, we couldn't get downstairs to the clinic here at the employee clinic, which the employee clinic is free for the employees who are on medical plan a or plan b as well, but sometimes they're booked. And he was just not feeling well so we called Teladoc. He did it himself since he's over the age of 18.

Gina: I mean Wendy, it was like 5 minutes and they did everything for him. They set up his account and then like less than a minute, he had like a zoom, kind of meeting with the doctor. So the doctor was able to meet with him 1 on 1, face to face through the Zoom, link, and she gave him medication, and we were able to get it. We also ask for a note and she was able to give us one.

Gina: But keep this in mind. ****Chuckling**** On that note, technically, pun intended. So the note, she asked if we wanted it for 2 days because of how sick he was, but we thought, no. He'll be back within a day. No big deal. He'll go back to school tomorrow. Well, that wasn't the case.

Wendy: Mhmm.

Gina: So because of that, the next morning he was still sick and we called back to Teladoc to try to get a note, but it wasn't able. We had to be seen again.

So if you use the system or Teladoc again within this 24 hours for the same circumstances not any new diagnosis or anything that's occurring, you will be charged \$55 so ..

Wendy: Wow.

Gina: Yeah. So you gotta keep that in mind. I didn't know. We didn't know, our bad, but we now know so we're sharing it with you guys.

Wendy: Yes. Learn from experience.

Gina: Exactly. So, what are the ages on there? Do you know?

Wendy: There is no age, but keep in mind as far as infants and toddlers, it is a little harder to diagnose them over a virtual.

Gina: Yeah. Because I know that they cry and tug at their ears and

Wendy: Yeah. They can't tell you their symptoms.



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Gina: Exactly.

Gina: So with that being said, sometimes the Teladoc doctor will go ahead and refer you back out to a pediatrician, for that child to be seen.

Wendy: So they are perfect for non-emergency services like sinus problems, allergies, flu symptoms. They even offer mental health.

Wendy: Oh, that's fantastic.

Wendy: Mhmm.

Gina: Yeah, definitely keep that in mind in case you need to get to a doctor.

Wendy: Yeah.

Gina: Give them a call. That's wonderful. Wonderful service that was added.

Wendy: Great benefit.

****Door bell rings****

Gina: Someone's at the door.

Wendy: We have our special guest, one of our benefit detectives, Patricia Garner.

Patricia: Hi, guys. How are you?

Gina: Hey, girl.

Patricia: Thanks for having me.

Wendy: Well, Patricia, I hear you had an experience with Teladoc. Can you tell us about it?

Patricia: Oh, yes. I sure did. My daughter was visiting from college and it was a weekend late at night and she became ill. She suffers with respiratory issues. And, of course, we could not schedule an appointment at that hour. And, you know, going to an urgent care, that would, you know, probably make her situation a lot worse. So we just came to mind that, hey. We have this benefit to use Teladoc.



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Gina: Yeah.

Patricia: So, we downloaded the app on our phone, and we went ahead and we also gave them a call. And they were kind enough to walk us through the registration process. And then once we were done, we scheduled that appointment and within minutes of clicking the submit button, we had an appointment.

Gina: Nice.

Patricia: Yeah. So the doctor that she saw, you know, within, you know, a short period of time, she was examined. She had a prescription, and it was waiting for us, as soon as the pharmacy opened the next day. So, yeah, that was a godsend for that situation.

Gina: Oh my gosh! That's so awesome.

Wendy: That is awesome.

Patricia: Yeah.

Gina: Yeah.

Wendy: Yeah.

Gina: And now with her being off to college

Wendy: Yes. She has that app downloaded on her phone. She has access to it while she's away.

Patricia: Absolutely. Absolutely.

Gina: So, how would you rate your experience and your daughter with the whole Teladoc?

Patricia: On a scale of 1 to 10, I'd give it a 10.

Gina: Alright.

Patricia: For sure.

Wendy: There you go. It's 10 out of 10 again.

Gina: And didn't something also occur? A little mishap there.

Patricia: It did. It did. Now that you mentioned it. Just a few days later, I was chasing my dog, which I find myself doing quite often. And I hurt I fell and bumped my head. And I thought nothing of it till I got to work, that morning, and there was a golf ball sized bump on my forehead. And, you and another coworker, y'all were like, Pat, you know, there's something on your forehead doesn't look quite right.

Gina: Well, we're just being cautious.



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Patricia: Yeah. Well, I appreciate it because it could have been serious, you know. So immediately, I had such a great experience with Teladoc with my daughter. That was the you know, that came to mind. So during a lunch break

Gina: Yeah.

Patricia: Gave them a call, and, again, we were seen within minutes of setting up the appointment. And this provider too was very thorough, And I had my prescription waiting for me when I got off work, plus, you know, follow-up instructions.

Gina: Wow. That's awesome. So then, again, how would you rate that?

Patricia: That experience, again, 10 out of 10.

Gina: Wow.

Patricia: 10 out of 10. Very convenient. No co pays. You know, you don't have to worry about waiting on an appointment. You can be seen almost immediately. So that's a plus.

Gina: Alright.

Wendy: Then, that's a great benefit.

Gina: Thanks, Pat, for sharing your story with us on that.

Patricia: Oh, you're welcome. Thanks for having me. It's always nice to hang out with the cool kids.

****everyone laughing****

Gina: We appreciate it.

Wendy: And just a reminder, Teladoc is not to replace an ER visit or any emergency that may arise that could be life threatening.

Gina: And that will conclude our first episode with Benefit Detectives.

Wendy: So remember to listen every Thursday to our podcast and don't forget to email us your questions.

Gina: And remember, the Benefit Detectives are here to help.