

Teladoc Health Canada Achieves Accreditation Canada Primer Award, Advancing Quality Standards for Virtual and Hybrid Care in Canada

TORONTO, ON – July 27, 2026 – Teladoc Health Canada (Teladoc) has achieved the **Accreditation Canada Primer Award**, providing independent validation of its commitment to delivering safe, high-quality, and patient-centred virtual and hybrid care for Canadians. As one of the first virtual acute care programs assessed against Accreditation Canada's standard of excellence, Teladoc is helping advance how clinical quality and patient safeguards are evaluated in evolving models of care.

The Primer Award recognizes the organization's strong foundation in quality, patient safety, and governance that supports the delivery of healthcare services. It reinforces confidence in Teladoc as a trusted healthcare partner committed to clinical excellence, accountability, and continuous improvement for the patients, members, employers, insurers, brokers, and government-funded health system partners it serves across Canada.

"Teladoc Health Canada's completion of Accreditation Canada's Primer is an important milestone in its quality journey and a strong signal of its commitment to safe, reliable virtual and hybrid primary, acute and group benefit health care services," said Tiffany Kautz, Vice President, Client Services, Accreditation Canada. "As a step toward continuous quality improvement, Primer helps organizations strengthen the foundations for patient safety, governance, and service delivery, which are essential as virtual models of care continue to evolve and expand access for patients across Canada."

"This achievement reflects the dedication of our employees and providers across the country and the culture of quality we continue to build together," said Joby McKenzie, Managing Director, Teladoc Health Canada. "Equitable access to safe, high-quality care is at the heart of everything we do. As we continue to help transform how health care is delivered, the Primer Award recognizes the high standards we hold ourselves accountable to and our commitment to the Canadians who place their trust in us every day."

The Primer Award marks the first step in Teladoc's Accreditation journey and reflects its ongoing commitment to continuously improving how health care is delivered, measured, and experienced. Building on this milestone, Teladoc will continue advancing in clinical excellence, patient-centred innovation, and quality improvement, strengthening access to care and the healthcare experience for the patients, members, clients, and partners we serve.



About Teladoc Health Canada

Teladoc Health Canada is an accredited partner delivering high-quality, accessible care to Canadians through integrated virtual and hybrid solutions. With more than 25 years of experience, we partner with employers, insurers, brokers, and health system organizations to expand access, increase capacity, and improve health outcomes across the country. Headquartered in Toronto and supported by a dedicated Canadian team, we combine local expertise with global scale, experienced providers, and innovative technology to help Canadians access care when and where they need it. Visit TeladocHealth.ca to learn more.

About Accreditation Canada

[Accreditation Canada](#) delivers a wide range of high-impact assessment programs for health and social service organizations, powered by [HSO](#), and customized to local needs. Accreditation Canada works with more than 900 expert peer surveyors with extensive health care and social services experience and trained in Accreditation Canada's customized, continuous assessment program. For more than 65 years, Accreditation Canada has been working with health, social and community service organizations to advance quality and safety.

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