

# Affected by a natural disaster? We're here to help.

Get access to a doctor by phone, free of charge.

Our doctors are U.S. board-certified internists, family practitioners, and pediatricians. We treat non-emergency conditions like coughs, sore throats, upper respiratory infections, and much more. Request a visit for care—day or night.

## REQUEST A VISIT

Please call this number at any time and one of our service agents will help you:

**(855)-225-5032**

For more information visit:

**[teladoc.com/disaster-hotline](https://teladoc.com/disaster-hotline)**



## Frequently Asked Questions

### How can Teladoc help me?

Teladoc connects you with 24/7 access to care for many non-emergency illnesses, especially when you can't get an appointment with your primary care doctor due to home displacement or medical offices being temporarily closed.

### I've been affected, how do I request care through Teladoc?

During this time, those affected should call the hotline number (855)-225-5032 to request a doctor visit.

### I'm a resident of an affected area, but I don't live in an evacuation zone – will my care still be free of charge?

Yes.

### How long will this service be available to me?

We will continue to monitor the situation and provide you with any relevant updates to this service offering.

### If I'm eligible for Teladoc and register through this hotline, will I need to re-register at a later date?

Yes, eligible employees who register using the hotline will need to re-register with their existing group account to use Teladoc in the future.

### Can I get a prescription?

Our doctors can write prescriptions, when medically necessary, for new ailments as well as your ongoing medications available at your pharmacy of choice.

### What if I already have a Teladoc membership?

To receive free general medical care during this time, contact us through the hotline above. Please note that if you contact us through your normal channels or existing Teladoc membership, you will be charged the standard visit fee based on your eligibility.