



## TIPS FOR BENEFITS BROKERS

# Bringing confidence and productivity back to the worksite

As the U.S. moves to the next stages of managing COVID-19, brokers have a unique opportunity to help clients develop responsible return-to-worksite plans while also onboarding more clients and members. By implementing a comprehensive virtual care solution, employers can assure employees that their safety remains a top priority and that going back to the workplace is safe.

## 5 tips to help your clients re-open with confidence:

1. Stay informed. Monitor local pandemic data trends and share them with clients—especially those with multiple locations with varying restrictions.
2. Discuss allowing some employees to continue working from home or adopting a staggered return.
3. Help employers assess their physical workspace and consider the necessary changes to allow for social distancing.
4. Recommend the following measures to help monitor employees' health:
  - Administer daily temperature checks
  - Require face masks
  - Provide on-site COVID-19 testing
  - Publish policies to manage employees showing symptoms
  - Develop a communication strategy to alert employees in the event of exposure in the workplace
5. Communicate the vital role of virtual care.

## How virtual care enhances the workplace

Providing virtual care as part of a benefits package is a safe and responsible way for employers to increase access to high-quality care while helping employees avoid the potential risks of in-person healthcare settings.

## Things to consider:

- By offering 24/7 access to doctors by phone or video, employees can get high-quality care while adhering to social distancing guidelines.
- Virtual mental health consultations alleviate the obstacles of trying to secure in-person visits and provide discreet help from wherever employees feel comfortable.
- Teladoc Health seamlessly connects general medical, mental health and complex care to deliver convenience, outcomes and value.
- A recent Teladoc Health study found growing acceptance for virtual care, with 79% of respondents indicating strongly that employee benefits plans should include virtual care for mental health needs just as they do physical health needs.

## If an employee contracts COVID-19, Teladoc Health services can:

- Help manage mild symptoms with at-home care plans
- Work with local community health facilities to refer employees with more severe symptoms toward the best path for in-person care
- Provide a medical note if it is medically advised for an employee to recover from home
- Offer a convenient path for those who need to reconnect with a physician during recovery to address ongoing concerns

## Additional resources:

- [Occupational Safety and Health Administration \(OSHA\): Guidance on Preparing Workplaces for COVID-19](#)
- [Centers for Disease Control and Prevention : CDC Activities and Initiatives Supporting the COVID-19 Response and the President's Plan for Opening America Up Again](#)
- [BenefitsPro: Return to work: Mitigating the risk of COVID-19 in the workplace](#)
- [Forbes: COVID-19: What Should Employers Consider As They Draft A Return To Work Policy?](#)

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### **About Teladoc Health**

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.