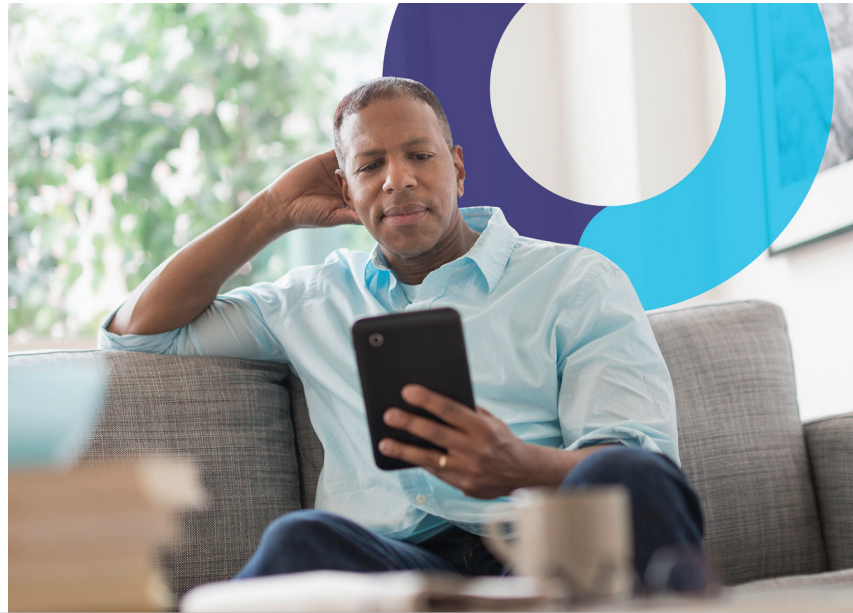


Neck and Back Care



A low-cost, convenient neck and back pain treatment.

Neck and Back Care is a low-cost, exercise-based treatment plan coupled with support and monitoring from certified health coaches. Health coaches personalize video programs to fit each member's needs. The programs last four to eight weeks, but members have access to the materials for a full year to cover potential relapses and to reinforce a healthy lifestyle.

Neck and Back Care is provided through a partnership with Telespine, a virtual neck and back pain program developed from over 100 clinical studies of the treatment and management of neck and back pain.

80%

of Americans will suffer from back pain at some point in their lives¹

20%-70%

of adults will experience debilitating neck pain in their lifetimes²

Only 30%

of members adhere to their physical therapy plans³

How it works



Initiate

The member completes a five-minute neck and back health assessment via their phone, tablet, or computer.



Recommend

Qualified members are given a custom program.



Support

Consults with a health coach can be scheduled by chat or phone as the member needs support.



Resolve

Programs last 4-8 weeks and members have access to the training sessions and support for one year.

¹Rubin, Devon I. 2007. "Epidemiology and Risk Factors for Spine Pain." *Neurologic Clinics* 25, no. 2 (May): 353-371. <https://doi.org/10.1016/j.ncl.2007.01.004>.

²Sinnott, Patricia, Sharon Dally, Jodie Trafton, Joseph Goulet, Todd Wagner. 2017. "Trends in diagnosis of painful neck and back conditions, 2002 to 2011." *Medicine (Baltimore)*. 2017 May; 96(20): e6691.

³Sluijs, Emmy M., Gerjo J. Kok, Jouke van der Zee. 1993. "Correlates of Exercise Compliance in Physical Therapy." *Physical Therapy* 73, issue 11 (November): 771-782. <https://doi.org/10.1093/ptj/73.11.771>.

Benefits

Better adherence

Health coaches are available by chat and can schedule consultations as needed, which helps keep members on track.

Simple and effective

Members can access content at their convenience and easily follow exercise videos online.

Reduced costs

Neck and Back Care costs less than traditional physical therapy and increases productivity due to less absenteeism, saving clients even more.



“This would not have worked for me without the personal support. I’m more knowledgeable about how to take care of my back, and my confidence is much higher. My back feels better than it did before I injured it.” **Larry, Neck and Back Care member**

One member’s experience:

- Larry has experienced back pain for several years with debilitating flare-ups that lead to missed work on a regular basis and he was frustrated that he couldn’t figure out how to relieve his pain.
- After working with a health coach, Larry started to incorporate more movement into his day and learned how to activate his core. The personalization and flexibility fit his schedule and helped him be successful.

62%

improved function

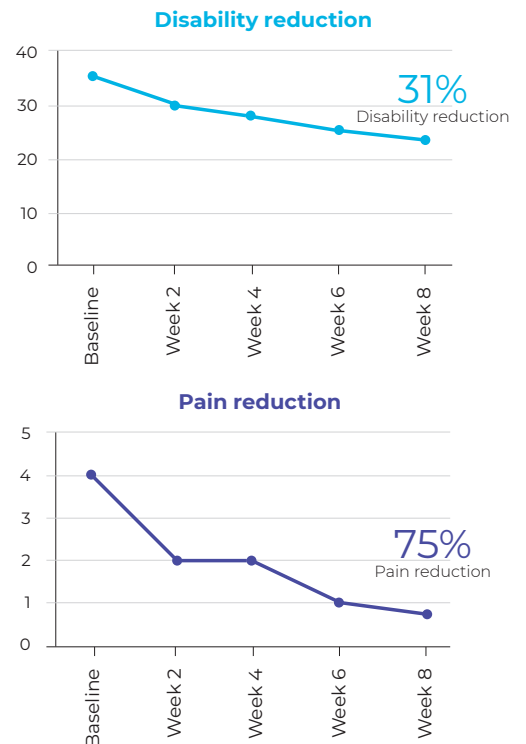
41%

reduction in pain

85%

program adherence

Neck and Back Care results



LEARN MORE

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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.