



FACT SHEET

Our commitment to high-quality clinical care

Quality care is critical to building trust and delivering value. And at Teladoc Health, it's an inextricable part of our mindset and culture—a culture we're proud to live for the benefit of those we support. Our high-quality, credible clinical solutions support people in their moments of need and beyond, as well as assist care providers' clinical decision-making. We've also built procedures and best practices to ensure we deliver trustworthy clinical care at scale for millions of people. **Let's take a look.**

The six domains of healthcare quality

Our approach leverages the Institute of Medicine's six domains of healthcare quality, which lay out a standard definition of healthcare quality used by leading organizations.

1 Equitable

Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location and socioeconomic status

2 Patient-centered

Providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions

3 Effective

Providing services based on scientific knowledge to all who could benefit and refraining from providing those services to those not likely to benefit

4 Safe

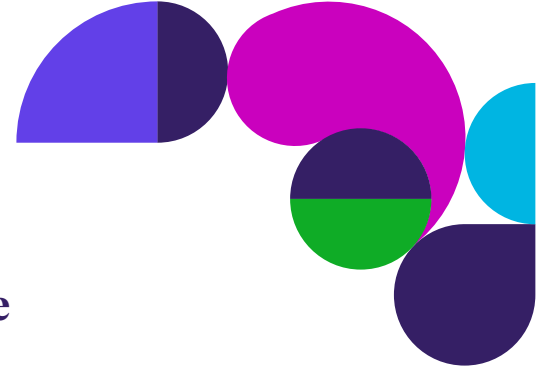
Avoiding harm to patients from the care that is intended to help them

5 Timely

Reducing waits and sometimes harmful delays for both those who receive and those who give care

6 Efficient

Avoiding waste, including waste of equipment, supplies, ideas and energy



Our clinical competencies bring the domains to life

1 Ensuring high-quality standards of care

We deliver industry-leading, high-quality programs by applying **evidence-based** clinical guidelines and policies and **selecting, monitoring and improving outcomes that matter**.

PROGRAM HIGHLIGHTS

- We've developed 100+ evidence-based clinical practice guidelines for delivering care in a virtual setting
- Our clinical policies are reflective of our lessons learned over three decades of telemedicine experience and are proprietary to Teladoc Health

2 Layered clinician oversight

Our multifaceted, consistent performance-measuring tools offer clinicians the oversight, evaluation and feedback that drive **quality assurance** while positively **impacting outcomes**.

PROGRAM HIGHLIGHTS

- We perform quality assurance at scale, with more than 7,000 care providers in our network, covering hundreds of specialties
- All new clinicians undergo our rigorous onboarding process, which includes checking credentials and certifications and performing background checks and new care provider virtual trainings, as well as continuous education
- Ongoing monitoring and auditing of our care providers includes chart reviews, performance evaluations, and monthly performance dashboards—with an established escalation process when necessary

3 Prioritizing patient safety

Our **dedicated patient safety team** leads adverse event investigations leveraging **systems thinking and high-reliability principles** to optimize patient safety and reduce preventable harm.

PROGRAM HIGHLIGHTS

- Teladoc Health founded the Institute for Patient Safety and Quality of Virtual Care—the nation's first Patient Safety Organization (PSO) dedicated to virtual care
- The goal of the PSO is to allow for a safe space for clinicians to report errors to help improve patient safety and healthcare quality
- Our patient safety work is setting the precedent for patient safety work in virtual care

4 Continuous quality improvement

Teladoc Health applies Continuous Quality Improvement methodology through **the Model for Improvement** with **Plan-Do-Study-Act**, and its repetition drives innovation.

PROGRAM HIGHLIGHTS

- Members of the Teladoc Health clinical leadership team participate in industry-wide clinical quality initiatives to support continuous quality improvement
- Our research grants from the Agency for Healthcare Research and Quality (AHRQ) include a five-year study to improve antibiotic stewardship and a multi-year study of COVID-19 and telehealth's impact on ambulatory-sensitive condition metrics

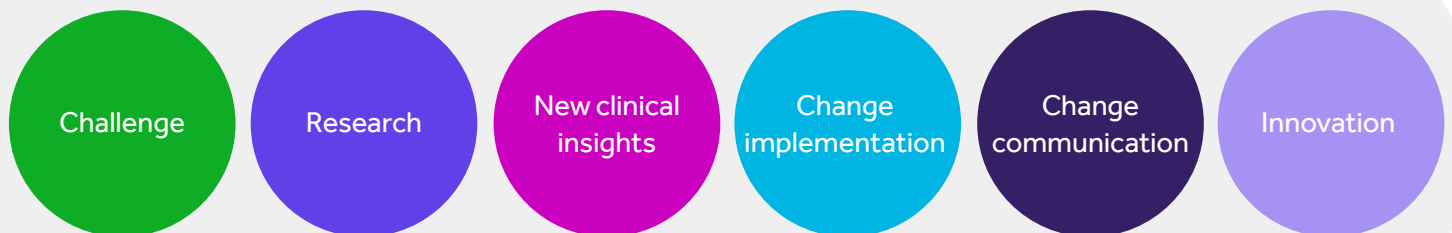
5 Leading through learning and innovation

As a learning health system, we embrace opportunities, research, learn, innovate and share—thereby demonstrating the standard of care in telehealth.

PROGRAM HIGHLIGHTS

- Teladoc Health uses data collected through our virtual environment to monitor and manage our care providers' performance—such as the use of real-time digital “nudges” to help clinicians make more informed decisions
- Our internal clinical analytics team performs retrospective analyses of our chronic care management programs using causal models and standard observational research methodologies to assess program effectiveness and identify areas for improvement
- Results from dozens of our clinical studies have been published in peer-reviewed journals and presented at academic conferences

We see challenges as opportunities to learn, improve and drive innovation.



Achieving healthcare quality together

We are committed to building clinical quality care at scale for millions of people around the world—to help build a better society and a better world. Let's do this together.

LEARN MORE: TeladocHealth.com | engage@teladochealth.com

About Teladoc Health: Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.

