

March 31, 2020

Dear Staff:

Again, I want to thank you for your hard work and commitment to the people we support by coming to work and providing crucial supports to people with disabilities.

As a result, of these difficult times, and to ensure you are able to access medical care at this most critical time, we will be making the Teladoc® service available to all current employees. We have heard how difficult it is to make appointments or to seek medical care, even to take care of a simple case of pink eye. Compounding the issues for our staff is getting the proper documentation from healthcare providers that is required for work. Teladoc® allows you to connect to a doctor via phone or video **at no cost to you.**

Those enrolled in our insurance policy already have this option. As of **May 1st**, staff who have other insurance or no insurance will be able to use this feature. The only criteria for eligibility is that you are actively employed by The Arc Sullivan-Orange Counties and that you have worked in the last 60 days. We will carry this benefit for employees until the end of this year. This is a great service. Attached are the instructions to access this service and you can find further instructions on the agency intranet page.

It is vitally important that we take this situation seriously. Travel should be restricted outside of purposes that are necessary (getting food, essentials and going to work). If we all follow these rules and decrease our exposure, the sooner we will be out of this crisis. Many of you are working in houses where the people living there already have compromised health issues. We have a responsibility to each other.

We also ask staff refrain from going to the Long Island, Westchester, and New York City area. Staff must inform us if they have been to any of those areas between shifts. Staff will be required to attest prior to their shift that they have not been to those areas.

Please take precautions, use Teladoc® and be safe.

Sincerely,



Ric Schwartz
Executive Director

How to Register Your TeladocTM Account



Teladoc is the on-demand healthcare solution that gives you the medical care you need, when you need it. You can talk to a doctor anytime, anywhere about non-emergent medical conditions.

Getting started is easy

You can use Teladoc anywhere you have Internet access. Just:

1. Visit www.MyDrConsult.com and click *Set Up Account*.
2. Enter your name, contact information and birthday. Select if you have a username (if you have a username, it'll be listed on your Teladoc membership card. Not all members have a username, so don't worry if you can't find one.)
3. If you have a username, enter it and click *Continue*. If you select that you do not have a username, additional options will appear.
4. If you select *My employer or insurance provider offers me access to Teladoc*, enter your company's name in the field below *Who is your employer or insurance provider?* Once you enter at least three letters, you'll see a drop-down box. Then, simply select your employer from that list.
5. You can also select *I have a Teladoc ID Card that shows a website that is different from Teladoc.com* (ex: *Teladoc.com/somethingelse*). Click the drop-down box and select www.MyDrConsult.com.
6. On the next screen, enter the required information and click *Set up my account*. Your registration is now complete!

Then, you can complete your profile by clicking on *My Medical History*. You can enter your history right after registering or you can come back to finish it later. By finishing it when you register, you'll be ready to request a consultation any time and you won't have to fill out your medical history when you're feeling sick.

If you have any questions, or run into any problems when setting up your account, call Teladoc at 1.800.DOC.CONSULT (1.800.362.2667).