

## Virtual primary care

# Expanding access and value

	Traditional primary care	Vs.	Virtual primary care
<b>Convenience</b> average wait time for a new patient appointment	26 days <sup>1</sup>		<5 days <sup>2</sup>
<b>Interaction time</b> average time spent with a physician during an appointment	18 minutes <sup>3</sup>		54 minutes <sup>4</sup>
<b>Access</b> varies widely depending on type of primary care	99M people have little to no access where they live <sup>5</sup>		50-state coverage full network capacity

### Preventing costly conditions<sup>6</sup>

**82%**

of members completed a **preventive screening** through our **Primary360 solution**

**90%**

of members received **follow-up care plan** guidance aligned to their **mental health diagnosis**



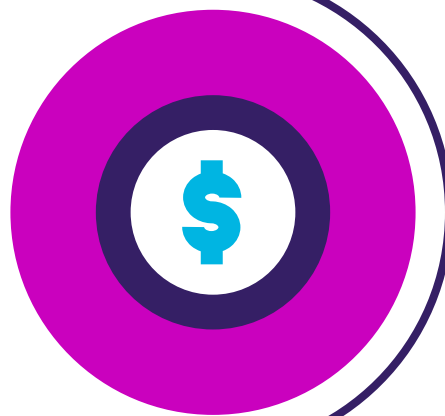
### Reducing overall costs<sup>7</sup>

**33%**

**increased healthcare savings** among people with a PCP

**\$67B**

estimated **annual savings** if everyone in the U.S. had a PCP



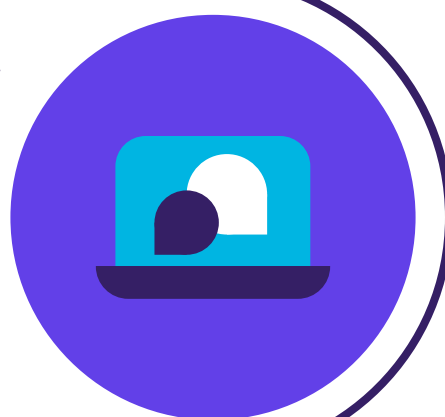
### Making healthier connections, faster

**28%**

of virtual visits resulted in a **referral** to an in-network care provider<sup>8</sup>

**33%**

of members were recommended to use at least **one other Teladoc Health service**<sup>4</sup>



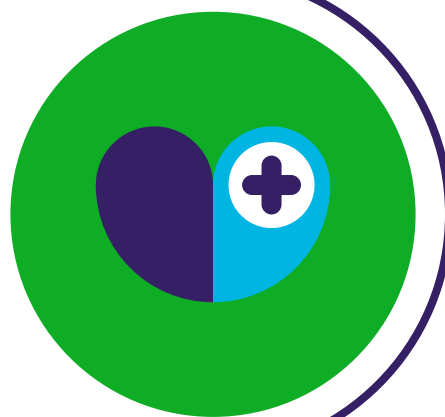
### Better member experience

**12-15**

**care team interactions** on average per year<sup>9</sup>

**98%**

**member satisfaction**<sup>4</sup>



<sup>1</sup> AMN Healthcare/Merritt Hawkins. 2022 Survey of Physician Appointment Wait Times and Medicare and Medicaid Acceptance Rates. September 12, 2022.

<sup>2</sup> Teladoc Health contract SLAs.

<sup>3</sup> HealthDay News. PCPs Spend Average of 18 Minutes with Each Patient. January 7, 2021.

<sup>4</sup> Teladoc Health Primary360 data 2022.

<sup>5</sup> Health Resources and Services Administration. January 2023.

<sup>6</sup> Analysis based on early program results using MIPS-based measure standards and augmented with text analysis of provider notes.

<sup>7</sup> Purchaser Business Group on Health. Using Primary Care's Potential to Improve Health Outcomes. pbgh.org/using-primary-cares-potential-to-improve-health-outcomes/. October 4, 2021.

<sup>8</sup> Teladoc Health Primary360 data [DS-12531].

Learn More: [TeladocHealth.com](https://TeladocHealth.com) | [engage@teladochealth.com](mailto: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.

**Teladoc**  
HEALTH