

Mental Health Care

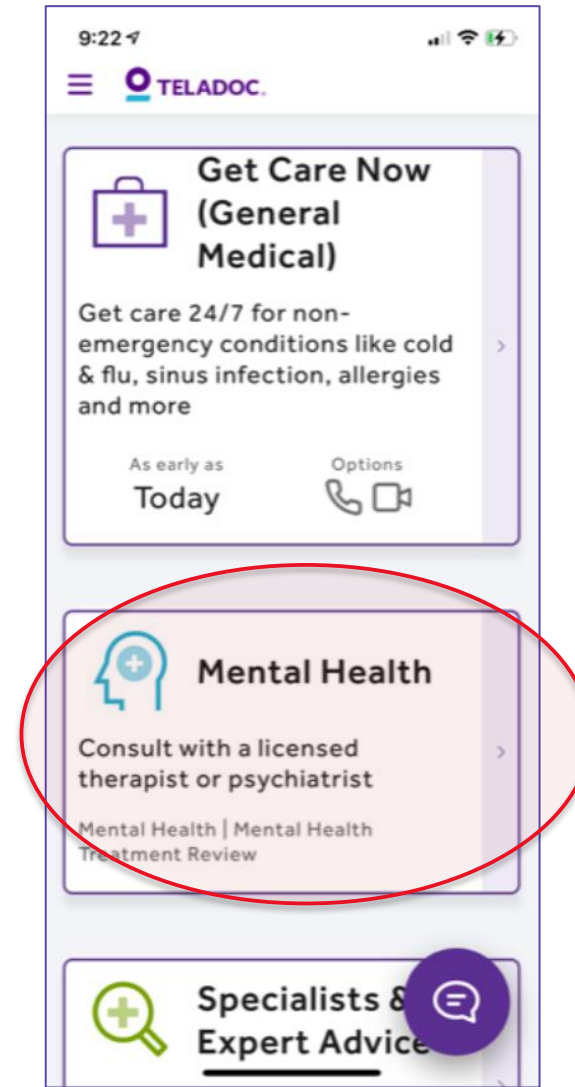
Larimer County- Help Scheduling Mental Health-
through current app



Member experience

- Easy access to begin the request a visit process from the homepage
- Members see relevant information about upcoming visits
- Available services and products display as tiles beneath

STEP 1



Provider matching tool

Members that select Mental Health will land in the matching tool (or they can opt to see all providers) and they'll answer some questions to help them select a provider that best fits their needs

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Let us help you find the best Provider for your needs

GREAT, LET'S GET STARTED >

NO THANKS, SEE ALL PROVIDERS >

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Do you need help in managing your medications?

Why is this important?

YES >

NO >

Exit and see all providers

2 of 5 questions

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Do you have a gender preference for your Provider?

MALE >

FEMALE >

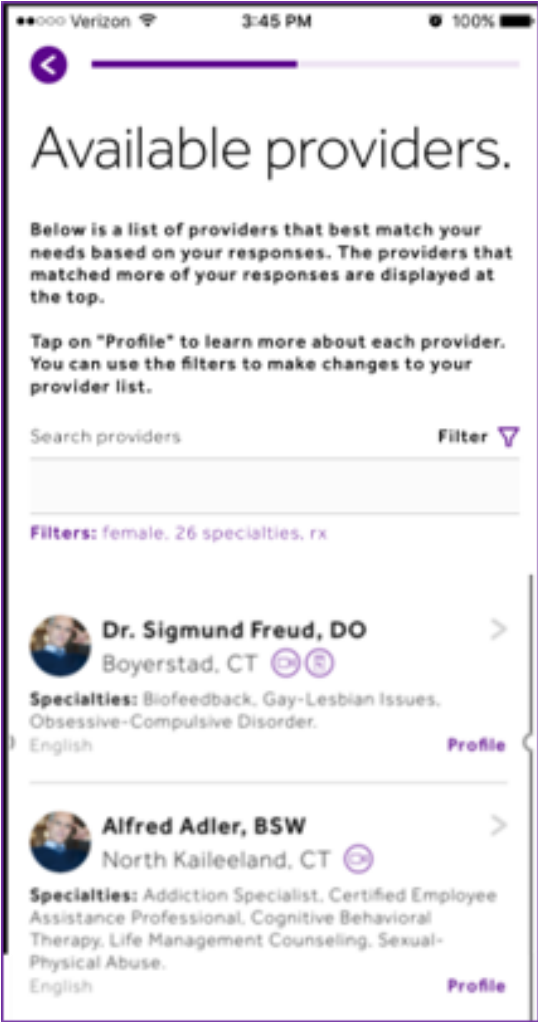
NO PREFERENCE >

Exit and see all providers

1 of 5 questions

Selecting a provider

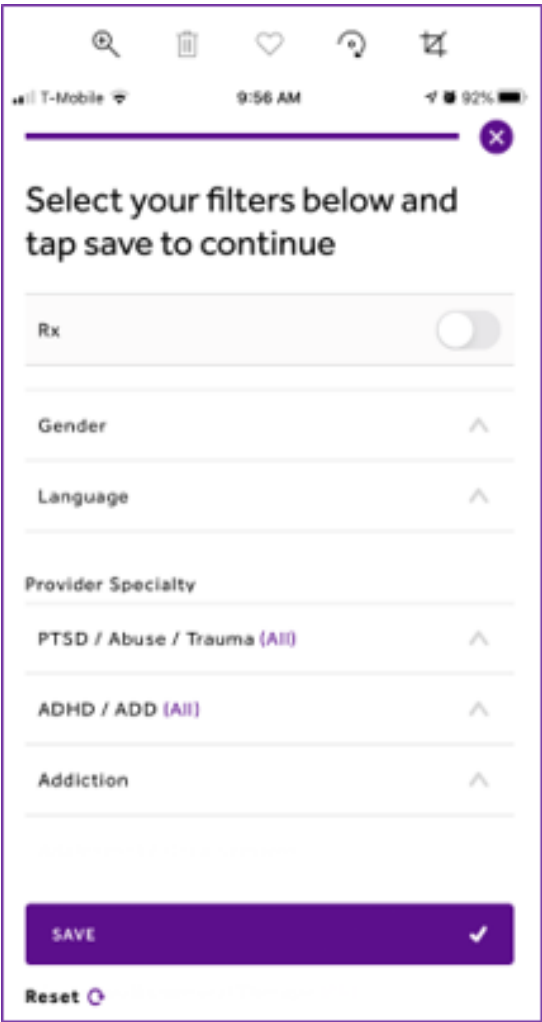
Available providers that best match the member's preferences display at the top



Clicking the profile link expands the provider details for the member to review




Clicking the filter icon or search bar allows members to further refine their selection



Requesting an appointment time

Once a provider is selected, members provide details on their communication method and preferred time for visit



Chongrak Narkhirunkanok, M.D. >
Port Vernon, New York
MD or DO Doctor

GENDER
Female

LANGUAGES
English, Spanish

SPECIALITIES
Adult Medicine, Family Medicine, Geriatric Medicine, Sports Medicine

Availability
Tomorrow

8:00am	8:30am	9:00am	9:30am	10:00am	10:30am
11:00am	11:30am	12:00pm	12:30pm	1:00pm	1:30pm
2:00pm	2:30pm	3:00pm	3:30pm	4:00pm	4:30pm
5:00pm	5:30pm	6:00pm	6:30pm	7:00pm	7:30pm
8:00pm	8:30pm	9:00pm	9:30pm	10:00pm	10:30pm

[see more availability](#) >

Appointments must be requested 72 hours in advance to allow time for providers to respond.

If you need immediate assistance, please call 911 or go to the nearest medical facility.

What's the reason for your visit?

Depression/Anxiety >

Communication method

Video >

Timezone

Eastern Time (US & Canada) >

Preferred date	Preferred time
Sun Aug 16, 2020 >	11:30 AM >
Second choice date	Second choice time
Mon Aug 24, 2020 >	8:30 AM >
Third choice date	Third choice time
Thu Aug 20, 2020 >	8:00 AM >

CONTINUE >

Emotional health questionnaire

Members then complete an emotional health assessment with easy sliding scales to report their answers



Emotional Health Questionnaire

During the past TWO (2) weeks, how much, (or how often) have you been bothered by the following problems?

Response key:

- **None:** Not at all
- **Slight:** Rare, less than a day or two
- **Mild:** Several days
- **Moderate:** More than half the days
- **Severe:** Nearly every day

1. Little interest or pleasure in doing things?

None Slight Mild Moderate Severe

2. Feeling down, depressed, or hopeless?

None Slight Mild Moderate Severe

3. Feeling more irritated, grouchy, or angry than usual?

None Slight Mild Moderate Severe



20. Not feeling close to other people or enjoying your relationships with them?

None Slight Mild Moderate Severe

21. Drinking at least 4 drinks of any kind of alcohol in a single day?

None Slight Mild Moderate Severe

22. Smoking any cigarettes, a cigar, or pipe, or using snuff or chewing tobacco?

None Slight Mild Moderate Severe

23. Using any of the following medicines **ON YOUR OWN**, that is, without a doctor's prescription, in greater amounts or longer than prescribed [e.g., painkillers (like Vicodin), stimulants (like Ritalin or Adderall), sedatives or tranquilizers (like sleeping pills or Valium), or drugs like marijuana, cocaine or crack, club drugs (like ecstasy), hallucinogens (like LSD), heroin, inhalants or solvents (like glue), or methamphetamine (like speed)]?

None Slight Mild Moderate Severe

CONTINUE

Review and submission

Members provide final details and review their request before submitting

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Just a few more details.

Which number should we use?

(610) 613-6008

Care to add a backup number? (optional)

A reminder email will be sent to:

cnowlan@teladoc.com

A reminder text will be sent to: (optional)

CONTINUE >

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Great! Please review your details and submit.

Patient's name
MARGE MEMBER

Provider's name
CARLY NOWLAN (LCP)

Preferred date and time
MONDAY, MAY 8, 2017 AT 8:30 AM EDT

Second choice date and time
TUESDAY, MAY 9, 2017 AT 1:00 PM EDT

Third choice date and time
WEDNESDAY, MAY 10, 2017 AT 6:00 PM EDT

Scheduling notes
ONGOING ANXIETY AT WORK

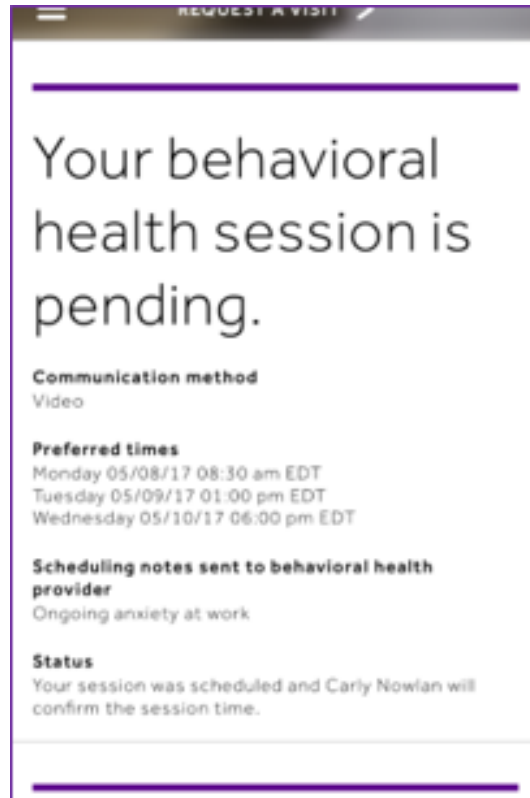
State
PENNSYLVANIA

Type of visit
BEHAVIORAL HEALTH

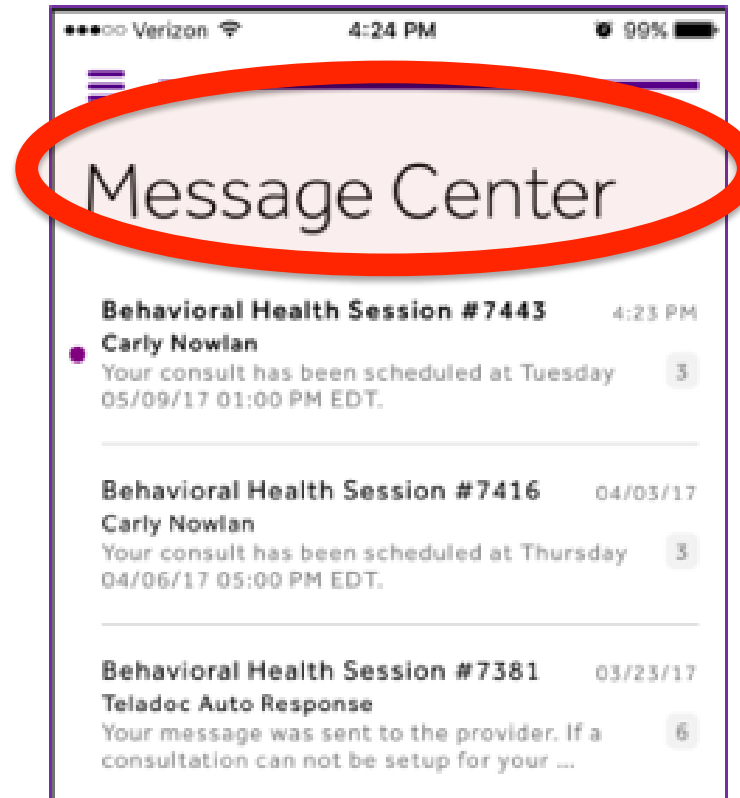
Method
VIDEO

Provider review and response

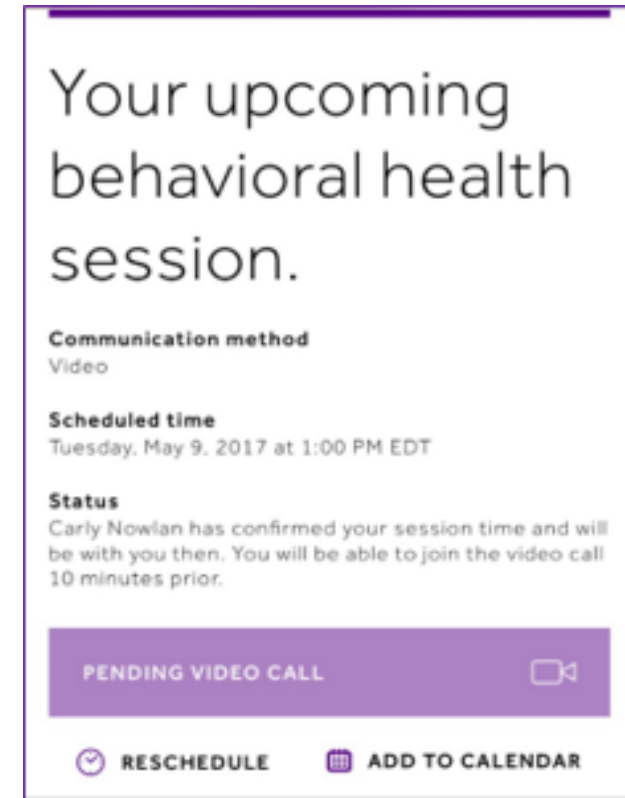
When member submits the request, their pending visit details display on My Teladoc screen



Once provider reviews and accepts a time, the member receives a confirmation message



The My Teladoc dashboard will then update to show the confirmed visit details



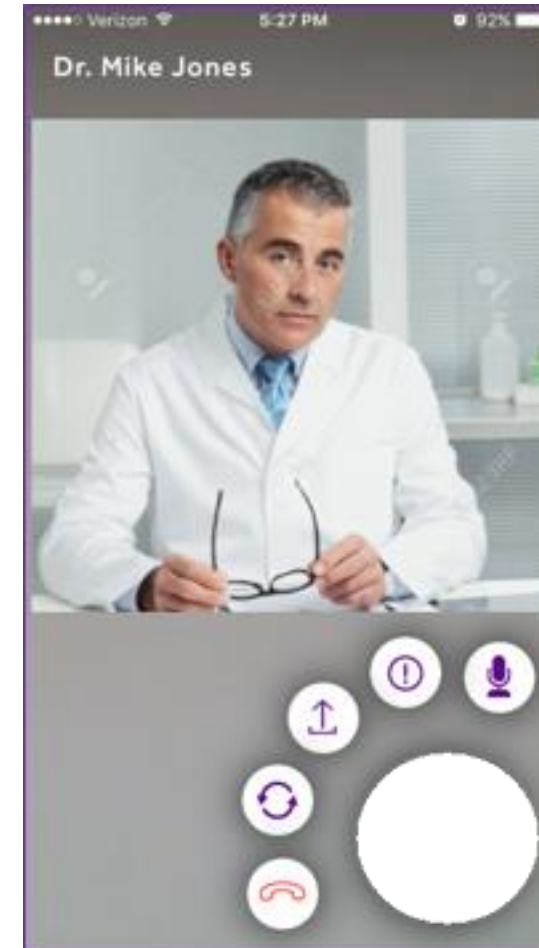
Message center is in the top corner of the member dashboard (home page)

Video visit

From the upcoming visit card on the My Teladoc screen, the member can join the virtual waiting room



Once provider joins, member completes the video visit and has easy access to needed features like muting audio, getting help, uploading an image or reversing camera





Easy access to a seamless therapeutic connection

- For members with a higher level of need
- Virtual access to licensed therapists, including psychologists and social workers, for members seeking treatment with a mental health professional
- Session duration determined by providers with digital assets available between sessions

Average wait time
to complete first
visit is **< 7 days**

Digital programs
supplement care
between sessions