

## Medical conditions that are eligible for Teladoc Health Personal Case Management Service

1. Medical Conditions without a Diagnosis<sup>1</sup>
2. Cancer
3. Neurological diseases
4. Ear, nose and throat (ENT) diseases
5. Ocular diseases/ophthalmology conditions
6. Cardiovascular diseases
7. Respiratory diseases
8. Gastroenterological diseases
9. Liver diseases
10. Kidney diseases
11. Urological conditions
12. Endocrine diseases
13. Orthopaedic conditions
14. Haematological diseases
15. Metabolic diseases
16. Immunological diseases
17. Infectious diseases, including HIV/AIDS
18. Snoring surgery and sleep apnoea
19. Cosmetic/Aesthetic surgery
20. Fertility-related conditions or procedures
21. Obstetric conditions
22. Sexual diseases/ sexually transmitted diseases
23. Paediatrics
24. Obesity
25. Recovery/rehabilitation phase for stroke
26. Recovery/rehabilitation phase for severe burns
27. Any condition resulting from substance, drug or alcohol addiction<sup>2</sup>
28. Medical conditions in the fields of dentistry
29. Combined pathologies
30. **And all** Medical Conditions other than those listed in the Exclusion List below



## Excluded Medical Conditions

Customers diagnosed with one of the following medical conditions are **not eligible** for the Service:

1. Medical emergencies
2. Accidents
3. Urgent or life-threatening situations
4. Daily or common issues such as cold, flu, fever, and occasional rashes
5. Chronic diseases<sup>3</sup> such as diabetes, high blood pressure, high cholesterol, and chronic hepatitis
6. Mental health conditions such as anorexia nervosa, bulimia nervosa and anxiety

### Notes:

1. *For medical conditions without a diagnosis, the customer must have had previous medical inquiries and consultations with at least one medical practitioner in a field related to the medical problem*
2. *As long as the condition is non-mental health related*
3. *Complications of these chronic diseases are eligible for the personal case management service*