



Get an MRI or CT scan in days, not months, when you use our Elite Diagnostic Imaging Service.

In many provinces, wait times for non-urgent scans can take months, which can negatively affect the pain, disability, or symptoms you're facing.

Through your Teladoc Health benefit, you can use our **Elite Diagnostic Imaging Service** to get an MRI or CT scan when you need it.¹ This can reduce your wait time, allowing you and your treating physician to quickly move forward with a diagnosis and treatment plan.²



Avoid the wait

Get a scan in a matter of days, which will help you get a faster assessment of your symptoms.



Access results with ease

We arrange for an MRI or CT scan on your behalf. Within a few days after your scan, check with your referring physician to find out your results.



Get peace of mind

The sooner you have clarity on the cause, the sooner you can address it and move forward.

How it works:

1. Just call or email us to start a case.
2. Sign our medical release form and send us your scan request or prescription.
3. We will connect you with an imaging clinic to set up an appointment. Shortly after your scan, the radiology report will be sent to your treating physician so you can proceed with care.



Starting a case is easy

Visit [Teladoc.ca](https://www.teladoc.ca) or call 1-877-419-2378

¹Elite Diagnostic Imaging Service availability is based on member's location in Canada.

²All expenses and arrangements associated with medical treatment (excluding the cost of the MRI or CT scan), travel, and lodging are the responsibility of the member.

FAQs - Elite Diagnostic Imaging Service

Answers to Frequently Asked Questions from our members

What conditions qualify for Teladoc's services?

Teladoc provides services for a wide range of medical conditions from back pain and sports injuries to chronic diseases and life-threatening illnesses.

Do I have to follow Teladoc's recommendations?

No. You remain in full control of your healthcare decision-making. Our recommendations are completely voluntary. Our goal is to help you make informed medical decisions.

Is getting an Expert Medical Opinion from Teladoc insulting to my treating doctor?

It should not insult your clinician. Treating clinicians who have worked with Teladoc appreciate having access to respected experts in their field of practice and information regarding innovative diagnostic and treatment options that might not be available in their local communities.

Do public healthcare plans pay for treatments recommended by Teladoc?

Teladoc only recommends courses of treatment. The final decision about treatment is made by you and your treating doctor. Costs are usually covered through government, employer, or personal health insurance plans.

Is there a maximum on how much I use my Teladoc services?

Our Elite Diagnostic Imaging Service™ (EDIS), allows for a lifetime maximum of three diagnostic tests per medical condition. All Teladoc members can use other Expert Medical Services as many times as they would like throughout the lifetime of their policy.

What will I need to do once a service has been initiated?

Wait for our call and track case updates online. Depending on the service initiated, your Teladoc team will work together on your behalf, gathering all relevant information to match you with the right specialist and deliver detailed reports with recommendations on your best health path forward.

Who are the doctors that Teladoc uses?

The Teladoc clinicians are among the top 5% of practicing specialists worldwide, selected by peers through a comprehensive review process. We have a network of more than 50,000 clinicians in over 450 medical subspecialties. Doctors cannot pay to be included on the Teladoc list or nominate themselves for consideration.

Is Teladoc private healthcare?

No. There are many types of coverage that exist to help people, from dental insurance to medical insurance to long-term disability and group critical illness. Teladoc is a service that can be part of one of these organizational or personal insurance plans or as a stand-alone benefit.

Can Teladoc arrange for an individual to “jump the queue”?

Teladoc works within the Canadian healthcare system and has no leverage to help members jump the queue. When we arrange MRI or CT scans through our Elite Diagnostic Imaging Service™, we do so through relationships with independent private imaging clinics located in Canada and the United States.



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