

# Teladoc eyes several new phases of growth for telemedicine

November 29 2020, by Tom Murphy

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This is image provided by Teladoc, shows Teladoc CEO Jason Gorevic. Telemedicine provider Teladoc Health wants to play a bigger role in managing patient care, especially for people with chronic conditions. (Teladoc via AP)

Fresh off a big acquisition and riding a wave of customer growth, Teladoc Health is ready to do more for patients.

CEO Jason Gorevic said the telemedicine provider can play a big role in helping people manage [high blood pressure](#), diabetes or other [chronic conditions](#).

Plus he wants customers to think well beyond [primary care](#) when they consider telemedicine, which involves care delivered remotely, often with a live video connection through smartphones or tablets.

Last month, Teladoc finished a more than \$18 billion deal to buy the technology company Livongo. Separately, the telemedicine provider said its total visits have more than doubled to 7.6 million so far this year, as COVID-19 has pushed more people to try remote care.

The 49-year-old Gorevic spoke recently with The Associated Press. The conversation has been edited for clarity and length.

Q: You've talked about using the Livongo deal to create whole person virtual care. What will that look like?

A: You may be somebody with high blood pressure using a Livongo blood pressure cuff that's uploading data. If you have one day of high blood pressure, we may send you a digital nudge that reminds you, 'Hey, you should make sure that you're watching yourself.' If it's high for a week, we may reach out with a coach. And if it's high for a few weeks, now we have a doctor who's available to connect and maybe change your medications and make sure you are taking (them) and that it's the right dosage.

Q: Would the doctor call the patient?

A: No, we're going to send you something that gives you the opportunity to request a visit. And if you're not responding, we may reach out with a coach who offers to connect you.

Q: Before the pandemic, one of telemedicine's biggest challenges was making patients remember to use the service when they need it. What's the next big challenge?

A: Continuing to make them aware of the breadth of conditions that can be treated virtually. What they can get from virtual care is eye-opening to most people.

Q: Outside primary care, name a specialty primed for telemedicine growth.

A: We have a rapidly growing dermatology business. But it goes beyond that. We work with hospitals on a variety of cases ranging from oncology to cardiology to post-surgical follow up visits.

Q: What place does [artificial intelligence](#) have in virtual care? Will patients have basic care needs handled by a computer algorithm that asks questions and gathers data?

A: We think that AI can augment physicians to help them deliver better care. But we feel very strongly that [data science](#) can provide things like intelligent health nudges, looking at your [blood](#) sugar levels and reminding you based on whether you had breakfast, hey, maybe going out and taking the dog for a walk would be a good thing.

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Citation: Teladoc eyes several new phases of growth for telemedicine (2020, November 29) retrieved 23 April 2024 from <https://medicalxpress.com/news/2020-11-teladoc-eyes-phases-growth-telemedicine.html>

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