

MEMBER STORY:

Ryan



Ryan wrestled with anxiety and depression for many years as he coped with a series of difficult life events, including divorce, the closing of his construction business, and the suicide of a close friend.

His most recent bout of depression was triggered by a conflict with a co-worker. Although he was struggling, Ryan was reluctant to seek help.

"I didn't want to talk to anybody because I had a hard enough time speaking to people I know, let alone people I didn't know," said Ryan.

Following the advice of his manager, Ryan went on sick leave, saw a local psychiatrist and then a local psychologist, but neither professional was able to help him.

"The psychiatrist gave me 10 minutes of their time and pushed pills but I didn't get any results," said Ryan, adding that he also felt he wasn't "getting anywhere" with the psychologist.

That's when Ryan's claim manager at RBC Insurance recommended the Best Doctors Mental Health Disability Management (MHDM) program, which provides members with timely access to the best care for their mental health condition.

"I was very skeptical," said Ryan. "I had built a wall around myself and didn't want anyone to get in." At this point Ryan was spending most of his days holed up in

his room. He refused to leave his house and missed out on his children's Christmas concerts and sports events. "I couldn't go shopping, I couldn't go out in public," he said. "I was ashamed and embarrassed."

Ryan agreed to try the MHDM program and a Best Doctors psychologist reached out to him. Though Ryan was initially resistant, eventually the Best Doctors psychologist managed to break through his wall. Virtual sessions conducted through videoconferencing also eased the process for Ryan.

"The psychologist did more for me than my local psychiatrist and psychologist. Best Doctors was so accommodating and everyone was so kind."

The Best Doctors psychologist was a constant source of encouragement, spurring Ryan to continue taking on new tasks, helping guide him on the path to wellness.

After several sessions with the psychologist, Ryan is now in a good place. He is active, eating healthfully, and is fully engaged in his children's activities.

"I feel good, I'm out of my room all the time, and I'm healthy," said Ryan, who continues to benefit from ongoing check-in sessions with the Best Doctors psychologist.

Ryan resigned from his previous job and started working on a farm owned by a close friend. He lauded the Mental Health Disability Management program: "Everyone was so gentle with me when I was so fragile," Ryan said. "The psychologist did more for me than my local psychiatrist and psychologist. Best Doctors was so accommodating and everyone was so kind."

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