Teladoc HEALTH

[Teladoc](#) is a integrated virtual care system for delivering, enabling and empowering whole-person health.

> " *At Teladoc Health, inclusivity is a critical best practice in the design of our products. DATAcc's resources to enhance inclusivity in the development and deployment of digital health products are an important contribution to the field and we're excited to leverage them to supplement our design process.*
>
> **— Hau Liu,** SVP, Clinical Strategy and Product, Teladoc; **Donna Boyer,** Chief Product Officer, Teladoc

The Problem

» Teladoc aims to improve the digital inclusion of its tools.

The Resources

» Teladoc uses the **DATAcc Inclusivity Toolkit for Market Opportunity** and **Framework for Inclusive Design** for training, design, and implementation of digital products.

» The team sees this resource as an important contribution to enhancing digital inclusion and will pilot DATAcc in Teladoc's Chronic Care Management digital products.

The Impact

✓ Greater patient centricity,
✓ Clear communication with internal teams and executives, and external partners,
✓ Operational efficiencies,
✓ Team education and cohesion,
✓ Refined/improved strategy,
✓ More buy-in,
✓ Meeting strategic imperative regarding inclusivity.