



Protecting trust.

CoCounsel Legal helps
Teladoc safeguard privacy
at the speed of innovation.

Chosen by changemakers





A leader in the growing virtual healthcare industry, Teladoc is moving quickly. Its corporate counsel is leveraging CoCounsel Legal to keep up with the speed of innovation, without ever losing sight of what's at stake: patient trust.

High stakes, higher standards

The virtual health industry is growing, and Teladoc's legal team needs to support quicker innovation, more complex technology, and proliferating vendor relationships. Attorneys are tasked with more compliance questions and internal counseling in an already highly regulated healthcare space. Meanwhile, every privacy impact assessment the legal team touches connects back to the private health data of thousands of people — so speed must never trump attention to detail, because patient trust is at the heart of Teladoc's business.



Teladoc Health is the global leader in virtual care, connecting millions of members to physicians, therapists, and specialists across medical disciplines. Headquartered in New York, the company serves employers, health plans, and health systems, empowering patients to access trusted medical care wherever they are, 24/7, through phone, web, or app. With two decades' experience connecting patients with online care, Teladoc has powered more than 50 million virtual visits.

Jerry Johnson,
Chief Privacy Officer
and Vice President,
Corporate Counsel
at Teladoc, is setting
a new standard for
legal and privacy
leadership with
Thomson Reuters AI.
Johnson, based near
Detroit, spearheaded
his team's adoption of
CoCounsel Legal.



One trusted foundation

CoCounsel Legal is the heart of Johnson's approach to AI and now a central part of his team's privacy impact assessment workflows. Powered by Fiduciary-Grade AI™, attorneys use it to accelerate legal analysis and draft initial review statements, all linking back to authoritative Thomson Reuters legal content. Citations can be independently verified, keeping attorneys in the driver's seat.

Fiduciary-Grade AI™ in action

CoCounsel Legal gives Johnson's team answers grounded in trusted legal sources, transparent reasoning attorneys can verify at every step, and a design built to support professional judgment rather than replace it. The ability to quickly validate responses enables Teladoc's legal department to move fast without sacrificing rigor, keeping patient data safe.

Johnson evaluated many AI tools as soon as their impact on legal and privacy work became clear. General purpose offerings were too prone to hallucinate and threatened security, confidentiality, and attorney-client privilege. Johnson said CoCounsel Legal was the only solution that could act as “a trusted partner.”

CoCounsel Legal

CoCounsel Legal uses advanced AI capabilities to help firms complete research, drafting, and document analysis with speed and precision. This is Fiduciary-Grade AI, with verified outputs grounded in authoritative content and customer context built directly into the architecture.

Westlaw Advantage

Westlaw Advantage provides the legal research capabilities of CoCounsel Legal. Westlaw legal research products have been the industry’s most used for more than 20 years, trusted by more than 48,000 law firms and legal departments, including 80% of the Am Law 100.



“CoCounsel Legal has allowed us to shorten some of our tasks from days to minutes, which is incredibly impactful for our ability to ascertain risk and help the business mitigate those risks.”

Jerry Johnson

Chief Privacy Officer and Vice President,
Corporate Counsel at Teladoc

Photographed
in front of the
Monument
to Joe Louis
in Downtown
Detroit.

Speed accelerated. Judgment preserved. Trust protected.

How Teladoc's legal technology transformation is driving innovation that benefits attorneys, teams, and patients.



EMPOWERING ATTORNEYS

Boosting quality and speed

For certain legal research questions, work that once took approximately three to four hours — or days, if assigned to outside counsel — can reach a first-pass analysis in minutes with CoCounsel Legal. Contract reviewers previously required an hour to spot initial issues, but now can do so within minutes. Attorneys can then review CoCounsel Legal's citations and apply their own judgment with full legal context.

INCREASING EFFICIENCY

Cutting turnaround times by approximately 60%

Privacy impact assessments (PIA) are core to Teladoc's legal work. A PIA process that once took about five business days can now often be completed in about two, fueling faster innovation at Teladoc and connecting business teams with the information they need to safely proceed.

SAFEGUARDING PATIENTS

Making sure that privacy stays protected

Teladoc's legal department is tasked with high-stakes work: identifying privacy issues, framing the risk, and deciding what needs to happen next. CoCounsel Legal ensures that as Teladoc innovates, the private health data at the center of that innovation stays protected.

A low-angle shot of a man with a beard and glasses, wearing a light grey suit and a black shirt, standing with his arms crossed and looking upwards. In the background, a purple and yellow train is traveling on an elevated concrete track. A tall, modern skyscraper with many windows is visible behind the train. The scene is set in an urban environment with some greenery at the bottom right.

“We considered a number of different AI tools for Teladoc and ultimately decided that Fiduciary-Grade AI was the only responsible choice.”

Jerry Johnson

Chief Privacy Officer and Vice President,
Corporate Counsel at Teladoc

CoCounsel Legal

A Fiduciary-Grade AI solution grounded in Westlaw authority and Practical Law expertise

As AI moves from experimentation into everyday professional use, attorneys require a higher standard. CoCounsel Legal delivers that higher standard with Fiduciary-Grade AI. The platform guides attorneys through complex legal work from start to finish, enabling them to confidently move from legal research and case strategy to drafting and document analysis — in one continuous workflow.



2.6x

More than double the speed on document review and contract drafting, enabling attorneys to focus on higher-value work.*

85%

Nearly all users find more key information with advanced review and analysis tools, enabling better, faster decisions.*

24%

Almost a quarter of professionals are considering leaving roles that limit AI potential within 24 months, with replacement costs averaging \$232,000 per professional.**

* Time savings data from Thomson Reuters customer surveys and U.S. usage data, 2024.

** Thomson Reuters Future of Professionals Report 2025, 2026.

Why CoCounsel Legal?

One powerful solution

Seamless connections across the tools attorneys use every day

Trusted results

Verifiable answers grounded in authoritative Westlaw and Practical Law content and expertise

Profession's AI solution of choice

The legal AI used in the U.S. federal court system and nearly all states

CoCounsel Legal has given Jerry Johnson and Teladoc's legal team the tools to move at the speed the business needs — and the confidence to know they're doing their strongest work. As Teladoc continues to expand its digital health offerings, Johnson says the next phase is moving from individual productivity gains to more structured, collaborative workflows across the legal and privacy team so that every contract benefits from the same trusted foundation. Meanwhile, Thomson Reuters continues to innovate, and the latest generation of CoCounsel Legal leverages agentic AI to fundamentally expand what its technology can do. It's AI that doesn't just answer — it executes. In Johnson's words, CoCounsel Legal “just keeps getting better.”

Learn more about why
Thomson Reuters is
chosen by changemakers.

thomsonreuters.com/changemakers



Thomson Reuters is an AI and technology company empowering professionals with trusted content and workflow automation to know now and navigate what's next. As the future arrives faster than ever, we're standing alongside professionals, ready to fulfill our purpose: to inform the way forward.