



Cleveland Clinic Express Care Online



24/7 care you need right now,
from home – or anywhere via your
smartphone, tablet or computer.

What is Express Care Online?

Online medical care is medicine built for the way you live today. It's a simple, affordable service that lets you see a caregiver whenever, however, wherever you want to, online or by mobile app. Once you're connected, your healthcare provider can review your history, answer your questions and at their discretion diagnose, treat and even prescribe medication. If you receive a prescription, we'll send it straight to your pharmacy. All in one 10-minute session.

Can they write me a prescription?

Yes, if medically appropriate, and allowed in your state. Prescription writing is at the healthcare provider's discretion. A consultation is not a guarantee of prescription.

How much does it cost? Is it covered by insurance?

Some insurance companies cover telehealth sessions like a regular office visit. If your insurance company doesn't currently cover telehealth, you can still use the service.

*The cost of a **Express Care Online** visit is \$49 for a 10-minute consultation. The cost of specialty services can be discussed with your provider in-person.

For more information about **Express Care Online** or to watch a demonstration video, please visit ClevelandClinicExpressCare.org/Online

***CHUH health plan members have \$0 copay**



REGISTER FOR FREE

Smartphone or Tablet Apps

Download app from the
Apple App Store



Download app from the
Android Market



Register from Your Desktop or Laptop
clevelandclinicexpresscareonline.org

What We Treat

Express Care **Online** is for you, if you need treatment for the following conditions:

ADULT PATIENTS

- Cough and cold symptoms
- Yeast infections
- Sinus infections
- Seasonal allergies
- Earaches
- Skin rashes
- Bronchitis
- Minor trauma, burns or lacerations
- Minor back and shoulder pain
- Asthma
- Urinary tract infections
- Minor medical concerns

PEDIATRIC PATIENTS

(2 to 17 years old)

- Bronchitis
- Conjunctivitis
- Cough and cold symptoms
- Minor medical concerns
- Seasonal allergies
- Sinus infections
- Skin rashes

Ages

Anyone age 18 and over, and children ages 2 through 17, accompanied by a parent or guardian.



Express Care **Online** Frequently Asked Questions

Is it secure?

Yes, **Express Care Online** is designed to be a private, secure, HIPAA-compliant tool that allows you to safely and confidentially consult with a healthcare provider online.

When do I use this service?

Special situations:

- I feel like I should probably see a doctor, but can't really fit it into my over-booked schedule.
- I'm flying tomorrow and can't get out of work.
- It's difficult for me to get a doctor's appointment.
- I'm not sure if I should go to the ER or not.
- My doctor's office is closed and I don't want to go to an urgent care clinic or hospital.
- I just moved and don't know any doctors in my area.
- I just need a second opinion.
- I'm between jobs and have no coverage.
- I have a question about a loved-one's health and would like some advice.

Medical needs:

Patients use online medical care to address a range of issues, from acute needs to more general questions about their health. Upper respiratory issues and infections are the most common issues; also common are complaints of abdominal pain, fever and diarrhea.

Who are the healthcare providers?

Cleveland Clinic, with the assistance of Online Care Group, who is a primary care practice with a national network of U.S.-based clinicians that provides online clinical services.

What ages can be seen with **Express Care Online**?

Anyone age 18 and over, and children ages 2 through 17, accompanied by a parent or guardian.

Can they diagnose my condition?

Yes, if medically appropriate. The healthcare provider will decide based on what he or she learns during your consultation if a diagnosis is possible, or if you need further examination (e.g. tests, a physical exam, another specialty visit) just like an in-office visit.