

FAQs – Express Care Online & Virtual Clinic

Express Care Online

What is Express Care® Online?

Express Care® Online is healthcare at your fingertips. Whether you have a sore throat, ear infection, common cold, or another non-emergency medical condition, you can receive care using your smartphone, tablet, or computer. It has never been easier for you to get a diagnosis and prescription.

What are the benefits of Express Care® Online?

- **Fast and convenient:** See a clinician by live video and get a diagnosis in minutes instead of driving to a medical office. Plus, receive your prescriptions and referrals as required. Prescription can be sent to your local pharmacy or can be delivered anywhere across Canada within 24 hours upon request.
- **Provides peace of mind:** Your Express Care Online provides you with access to world-class Cleveland Clinic clinicians anywhere you have Wi-Fi or cellular connectivity
- **Unlimited care:** Your access covers all non-emergency issues

Who can use Express Care Online?

Express Care® Online is available for George Brown College students. Please find the detailed instructions in our “how to” guides.

Are patients able to obtain prescriptions?

Yes, except for prescriptions for narcotic pain medications and benzodiazepines. All other medications will be prescribed at the clinical discretion of the provider.

Are patients able to obtain referrals to specialists?

Yes.

Are patients able to obtain sick notes?

Yes. Sick notes are provided at the discretion of the clinician.

Are patients able to access mental health specialists?

Our clinicians on Express Care Online can provide initial mental health support when needed and connect patients to our network of social workers, psychologists, and psychiatrists to ensure they receive the care they require in a timely manner.

Can the clinician order lab work, ultrasounds, x-rays through Express Care® Online?

Yes.

What are the hours?

Express Care® Online is available 7 days a week across Canada. Please note that the hours of operation will vary depending on province and time zone.

What kind of conditions can be treated through Express Care Online?

Our nurse practitioners will help to diagnose, treat, and prescribe medications for non-emergency conditions including:

- Flu
- Allergies
- Sinus
- Cough
- Common Cold
- Conjunctivitis
- Low back pain
- Anxiety/Depression
- Acute diarrhea, nausea, and vomiting
- Acute UTI (Urinary Tract Infection)
- Vaginal yeast infections
- Rashes, skin problems, burns, insect bites
- Gout

What requests can be met on Express Care Online?

Prescriptions (except for narcotic pain medications and benzodiazepines), referrals to specialists, sick notes, and lab work and/or imaging can be fulfilled at the clinical discretion of the provider.

Can I access mental health specialists?

Our clinicians on Express Care Online can provide initial mental health support when needed and connect you to our network of social workers, psychologists, and psychiatrists to ensure you receive the care you require in a timely manner.

Can I use Express Care Online when I travel?

Your Express Care Online access covers healthcare needs when you travel within Canada.

Virtual Clinic

How do I access the Virtual Clinic?

The Virtual Clinic is located on-site at your school. Check with your school for location details and hours of operation.

How do I know if I need to use the TytoClinic diagnostic tools for my virtual visit?

During your virtual consult, your clinician will determine if you will need to use the TytoClinic tools to diagnose your condition. If it is required, your clinician will guide you on how to use the tools and the remote medical exam process.

What can the TytoClinic diagnostic tools check?

The TytoClinic exam kit includes tools for examining the heart, lungs, throat, skin, ears, and body temperature. Tyto can be used for diagnosing acute conditions such as cold, flu, ear infections, bronchitis and sore throats. It can also be used to take high resolution photos of your ear, throat and skin.

Privacy & Technical Difficulties

Is patient information secure during a virtual visit?

Yes. When accessing care via the web or a mobile device, each virtual visit uses secure technology, encrypting all communication over the internet. In addition, Express Care Online is compliant with all HIPAA and PHIPA regulations. All patients' personal medical records will be confidential.

What if I experience technical difficulties during my virtual visit?

If you experience any technical difficulties during your virtual visit (e.g. dropped connection, pairing issues, etc.) with your Express Care Online app, please contact the Express Care Online support team at 1844-338-3355.

Questions?

expresscarecanada@ccf.org

1844-338-3355