



FAQs: Express Care Online

What is Express Care Online?

Express Care Online is a virtual care service delivered by Cleveland Clinic Canada that gives eligible individuals convenient access to clinicians for non-emergency medical concerns. Through the Express Care Online app, you can receive medical advice, diagnoses, prescriptions, specialist referrals, and lab work or imaging requisitions, when medically appropriate. Care is available 24/7 across Canada, with both on-demand and scheduled appointment options.

Who can use Express Care Online?

Express Care Online is available to students covered under one of Student Plans offered by the Student Association of George Brown.

Are students 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 students able to obtain referrals to specialists?

Yes.

Are students able to obtain sick notes?

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

Can students access care for mental health concerns?

Yes. Express Care Online clinicians can provide initial mental health support and connect students to our network of social workers, psychologists, psychotherapists, and psychiatrists when additional care is needed, ensuring they receive timely access to the appropriate level of support.

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

Yes.

What are the hours?

Express Care Online is available 24/7 across Canada. During overnight hours, clinician support is available by phone. Patients should call the number applicable to their province or territory during these times. Please log in to your account to view the overnight support phone line details for your location.

Overnight Support Hours:

- + NB, NS, PEI: 9:00 p.m. – 7:00 a.m. AST
- + NL: 9:30 p.m. – 9:30 a.m. NST
- + ON: 12:00 a.m. – 6:00 a.m. EST
- + MB: 11:00 p.m. – 8:00 a.m. CDT
- + SK: 10:00 p.m. – 7:00 a.m. CST
- + AB: 10:00 p.m. – 7:00 a.m. MDT
- + BC: 9:00 p.m. – 6:00 a.m. PST
- + NU/NWT: 10:00 p.m. – 7:00 a.m.

In Quebec, care is available seven days a week, including evenings and weekends.
Call 1-833-820-8800 (24/7 bilingual support line) or email: info@gotodoctor.ca.

What requests can be fulfilled through Express Care Online?

At the clinician's discretion, Express Care Online can provide prescription renewals (excluding narcotic pain medications and benzodiazepines), specialist referrals, sick notes, and lab work or imaging requisitions.

Can students use Express Care Online while travelling?

Yes. Express Care Online can be accessed while travelling within Canada. To connect with a clinician licensed in your province, please ensure your location settings are updated in the app.

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

Our clinicians can diagnose, treat, and prescribe medications for many non-emergency health concerns, including bone, muscle and joint conditions, neurological concerns, digestive issues, ear, nose and throat conditions, eye health concerns, heart and lung conditions, skin conditions, mental health concerns, preventive care and testing, immunizations and medication renewals, and women's, men's and sexual health concerns. Medications will be prescribed at the discretion of the clinician when they determine it is medically appropriate and in the patient's best interest.

How do students 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.

What can the Virtual Clinic diagnostic tools check?

The Virtual Clinic includes a Tyto device exam kit which can be used for examining the heart, lungs, throat, skin, ears, and body temperature. The Tyto device that 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. Blood pressure and blood oxygen levels



can also be assessed.

Is patient information secure during a virtual visit?

Yes. All virtual visits use encrypted technology to securely protect communication and personal health information. Express Care Online complies with HIPAA and PHIPA privacy regulations.

What should I do if I experience technical difficulties?

If you experience technical difficulties during your virtual visit, including connectivity or pairing issues with your Tyto device, please contact the Express Care Online support team at 1-844-338-3355 or expresscarecanada@ccf.org.