

MemorialCare Virtual Exam Kit Patient FAQ

What do I need in order to use the MemorialCare Virtual Exam Kit?

1. Wi-Fi connectivity or personal hotspot
 - For best performance, recommended connection speed: download 15 Mbps, upload 5 Mbps
 - At minimum, required connection speed: download 2 Mbps, upload 2 Mbps
2. TytoCare app, installed on any of the following mobile devices:
 - iOS 10 or newer: iPhone® 5S and up, iPad Air® and up, iPad mini® 3 and up, iPod touch® 6 and up
 - Android™ 4.4.4 or newer: Samsung Galaxy® S5, S6 Edge Plus, Note 5, A7, J7 and up, LG G4 and up
3. Web app: supported browsers
 - Windows®: Google Chrome™ or Microsoft Edge – Chromium
 - MacOS®: Safari® or Google Chrome
 - iOS: Safari
 - Android: Google Chrome

Will I need to connect and pair my Virtual Exam Kit for every visit?

No, as long as you are on the same Wi-Fi network, then your device will automatically pair. If you switch networks, then you will need to pair your device again.

How do I sign up for a myChart account?

Sign up for a myChart account by clicking on the following link: mymemorialcare.memorialcare.org/mychart/SignUp.

Call our care team if you have problems signing up for myChart at (657) 241-4444, option 2 or by texting (657) 241-4444.

Can I use the Virtual Exam Kit away from home?

Yes. The Virtual Exam Kit is lightweight, compact and portable. It is designed for all types of remote use. All you need is the TytoCare app, a smartphone or tablet, and a Wi-Fi connection.

What if I do not have Wi-Fi when I'm using the Virtual Exam Kit away from home? What other options do I have?

Depending on your cellular carrier plan, you may be able to use a hotspot. You will not be able to connect using your cellular data.

How much data is used while using a hotspot on my phone?

For eight to 10 minutes of asynchronous visit time, it uses approximately 150 Mbps.

Who sees the data from my exams and is it HIPAA compliant?

Exam data is sent via an encrypted, secure network and is stored on our HIPAA-compliant cloud. Your visit will then be downloaded into our electronic medical record system.

Who is the healthcare provider on the other end of the visit?

A MemorialCare provider will guide you through your Virtual Exam visit.

Do I need any training to use the Virtual Exam Kit?

The Virtual Exam Kit has built-in training videos and guidance technology to help ensure accuracy and ease-of-use. When using the exam kit during a live telehealth exam, your provider will guide you through the examination process, letting you know where to put the stethoscope on your heart, where to place the otoscope inside the ear, etc.

Is the MemorialCare Virtual Exam Kit covered by insurance?

You can use your FSA (Flexible Spending Account) to pay for the Virtual Exam Kit. Medical exams and virtual visits with your doctor are often covered by your insurance. Please check with your provider or insurance company to determine if telehealth visits are covered by your plan.

What exams can be performed using the Virtual Exam Kit?

The visit provides your provider with high-quality digital sounds of the heart and lungs, high-quality digital images and video of the ears, throat and skin, and measures heart rate and body temperature. Using this examination data, your provider can provide you with a diagnosis, treatment plan and prescription if needed.

What conditions can be diagnosed during a Virtual Exam?

Our healthcare providers diagnose and treat many common conditions, including ear infections, sore throats, fever, cold and flu, allergies, pink eye, nausea, constipation, asthma, bronchitis, upper respiratory infections, bug bites, and common skin conditions, including contact dermatitis, rash and diaper rash.

Is the Virtual Exam Kit FDA-cleared?

The stethoscope is FDA-cleared and all other devices comply with FDA requirements.

Is virtual visit similar to the exam tools used by doctors in an office?

Yes, the Virtual Exam Kit includes an otoscope (ears), stethoscope (heart, lungs and abdomen), basal thermometer and digital camera (skin and throat), and is designed to provide your healthcare provider with the same type of examination data he or she would use in the office. The stethoscope was cleared by the FDA and all other devices comply with FDA requirements. The exam kit has passed multiple performance bench tests versus comparable devices to ensure quality results.

Can I receive a prescription after my telehealth visit?

Yes. If a prescription is needed, your provider can prescribe and send your prescription directly to your preferred pharmacy.

What is my role during the exam?

You will perform the exams at home on yourself or your child using the MemorialCare Virtual Exam Kit's proprietary guidance technology, or under the guidance of a healthcare provider. In both scenarios, you will be guided through the process to ensure accurate exam data is captured.

What is the healthcare provider's role in the exam?

Your healthcare provider will use the data provided by the Virtual Exam Kit, in combination with the video consult, to examine, diagnose and treat your conditions remotely.

Where can I purchase a MemorialCare Virtual Exam Kit?

Visit memorialcare.org/tytocare to purchase this on our MemorialCare website.

Is the Virtual Exam Kit HSA/FSA approved?

Yes, it is approved for purchasing with HSA/FSA funds.

Who do I contact if I'm having problems with setting up my device?

Our Virtual Health Ambassadors are more than happy to walk you through this process. They can be reached at (657) 241-4444, option 1, through text at (657) 241-4444 or you can e-mail the team at virtualhealth@memorialcare.org.

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