

# TytoClinic™ Patient FAQ

## What do I need in order to use TytoCare at my work?

You will need to sign up for a myChart account and will need to access a secure iPad at your employers' health clinic.

## How do I sign up for a myChart account?

You can visit our MemorialCare myChart website [mymemorialcare.memorialcare.org/mychart/SignUp](http://mymemorialcare.memorialcare.org/mychart/SignUp) to sign up. If you run into problems during the process, contact our care team at (657) 241-4444, option 2 or by texting (657) 241-4444 and they will be happy to assist you.

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

All providers on TytoCare are one of your trusted MemorialCare providers from our MemorialCare locations.

## Is TytoCare covered by insurance?

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 TytoCare?

A TytoCare visit provides your physician 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 doctor can provide you with a diagnosis, treatment plan and prescription if needed.

## 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. Only you and your healthcare provider can determine who can access your medical records.

## Is TytoCare FDA-cleared?

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

## Who can use TytoCare?

TytoCare is for use by adults, 18-65 years of age who are comfortable using TytoCare app on the kiosk.

## Is TytoCare similar to the exam tools used by doctors in an office?

Yes, TytoCare 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 TytoCare stethoscope was cleared by the FDA and all other devices comply with FDA requirements. TytoCare devices have passed multiple performance bench tests versus comparable devices to ensure quality results.

## What conditions can be diagnosed with TytoCare?

TytoCare can help a healthcare provider 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.

## Can I receive a prescription after a TytoCare telehealth visit?

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

## I will be relocating to another country outside of the U.S.

### Will I be able to access my notes from there?

You can only access myChart from USA, Mexico and Canada. Please make sure you retrieve your medical records prior to relocating.

## What is my role in the TytoCare exam?

You will perform the exams at the kiosk on yourself using TytoClinic's proprietary guidance technology or under the guidance of a healthcare provider.

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

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

## I would like to be seen through TytoCare from home, where can I purchase a TytoCare device?

As of now, you can purchase TytoCare on [tytocare.com](http://tytocare.com) and [bestbuy.com](http://bestbuy.com). In the future, we will be making it available on our MemorialCare virtual health offering page.

## If I purchase the TytoHome™ device, is TytoCare HSA/FSA approved?

TytoCare is approved for purchasing with HSA/FSA funds.



### Assistance with myChart account set up

Phone: (657) 241-4444, option 2

Text: (657) 241-4444

### Schedule a MemorialCare TytoCare visit

Monday – Friday, 8:00 a.m. – 5:00 p.m.

Phone: (657) 241-4444, option 1

Text: (657) 241-4444

### Virtual health ambassadors

Monday – Friday, 8:00 am – 5:00 pm

Email: [virtualhealth@memorialcare.org](mailto:virtualhealth@memorialcare.org)

Phone: (657) 241-4444, option 1

Text: (657) 241-4444

### TytoCare 24/7 support

Phone: (866) 971-8986