

# MemorialCare Virtual Exam Kit FAQ

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

1. Wi-Fi connectivity or personal hot spot
  - For best performance, recommended connection speed: download 20 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+®, Note5, A7, J7 and up, LG G4™ and up
3. myChart account

## 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?

Visit the following link:  
[mymemorialcare.memorialcare.org/mychart/SignUp](http://mymemorialcare.memorialcare.org/mychart/SignUp).  
Call our care team if you have problems signing up for myChart at (877) 696-3622.

## Can I use the Virtual Exam Kit away from home?

Yes, as long as it's within the state of California. All you need is a secure 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 hot spot.

## 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?

For first-time users without a previous TytoCare visit, training resources are available during the pairing process. When using the exam kit with our MemorialCare provider, you will be guided through the exam process.

## 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 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.

## 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. A prescription will be provided if necessary.

## Where can I purchase a MemorialCare Virtual Exam Kit?

Visit [memorialcare.tytocare.com](http://memorialcare.tytocare.com) to purchase a MemorialCare Virtual Exam kit.

## 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?

Contact TytoCare 24/7 support at (844) 856-6661.

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