

Bringing healthcare to your fingertips!



New User

## FREQUENTLY ASKED QUESTIONS

### What kind of smartphone or tablet do I need in order to use the TytoCare™ exam kit and Regional West Connect app?

The TytoCare™ platform currently works on the following:

- Apple iOS
  - iPhone 6 or higher
  - iPad Mini 4 or higher
  - iPad Air or higher
  - iPod Touch 6 or higher
- Android
  - Samsung S5, S6+, A7, J7
  - Note 5 or higher
  - Xiamoi Redmi Note 4 or higher
  - MI 5 or higher
  - LG G4 or higher

### Whom do I contact if I need assistance setting up my TytoCare™ exam kit or need technical support?

Please contact [regionalwestconnect@rwhs.org](mailto:regionalwestconnect@rwhs.org) or call 308-630-1982 if you have questions about using the device.

### What exams can be performed with the TytoCare™ exam kit?

The exam kit can be used to enhance any acute/urgent care (but non-emergency) medical need. The kit includes an otoscope (to examine ears), a tongue depressor (to examine throat), a stethoscope (to listen to heart, lungs, and abdomen), a basal thermometer, a digital camera (to examine skin and throat), and a rechargeable battery.

### What type of conditions can be diagnosed using the TytoCare™ exam kit?

The TytoCare™ exam kit can be used to enhance non-emergency exams, including:

- Aches and pains
- Cold and flu
- Coughs
- Ear infections
- Pink eye
- Rashes
- Sinus infections

In some cases, a provider may not be able to diagnose remotely and may request an in-person visit.

### Is the TytoCare™ exam kit comparable to exam tools used in an office visit?

Yes! The TytoCare™ exam kit contains wireless, FDA-approved diagnostic devices that are designed to replicate those used during a regular office exam. This kit allows your provider to receive body temperature; high quality digital sounds of the heart, lungs, or abdomen; and high quality digital images and video of the ears, throat, and skin.

### Can I get a prescription from a virtual exam?

Yes. If your provider feels it is necessary based on your virtual visit, he/she can prescribe the appropriate medication and send it to the pharmacy of your choice.

### Is your information secure (HIPPA compliant) doing a virtual exam?

Yes, all exam data captured, stored, and transmitted is done so on the HIPAA-compliant cloud platform for TytoCare™, so you can be confident that your family's health data is private and secure.

### Who gets to see my data from a virtual exam?

Exam data is sent via an encrypted, secure network to the providers of your choice and is stored on the HIPAA-compliant cloud for TytoCare™. Only you and your provider determine who will have access to your medical records.