



Cleveland Clinic Express Care[®] Online Virtual Visits

What is Cleveland Clinic Express Care[®] Online?

Express Care Online is a simple to use, safe, affordable service that allows you to see your Cleveland Clinic provider live and online using a smartphone, tablet or computer. Instead of coming into the office for your next follow-up visit, you can now have a virtual visit from your home, office, or wherever is most convenient for you. There is no travel or parking involved and it can save you 2-3 hours per visit. If you receive a prescription at the end of your appointment, it can be sent straight to the pharmacy of your choice.

Express Care Online also offers an “Invite a Guest” feature, which allows a patient to invite another participant, such as a family member, caregiver, or language translator into the virtual visit.

Ask your provider if a virtual visit may be right for you.

How do I get started?

If your Cleveland Clinic provider recommends a virtual follow-up visit, the department will schedule your virtual visit and you will receive information on the setup instructions via e-mail.

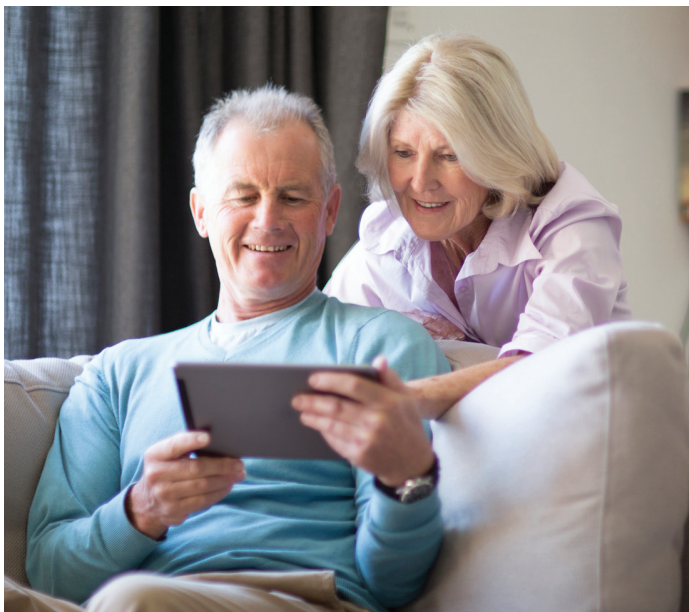
- 1 Open the email invitation** for your Express Care Online appointment, sent to the email address you provided, and click the “Get Started,” button, which can be found at the bottom of the email.

- For the best experience, we recommend using a mobile device or tablet. However, this can be done from a computer or laptop equipped with a webcam.
- By following the prompts on the device you chose, you'll be guided through the steps to get set up for your visit.

Note: Please save the email, and check your junk or spam folder in case you did not receive the Express Care Online email.

- 2 If you are having difficulties** setting up your virtual visit, you can call our pre-visit support line at 866.569.7530 or 216.442.8333 (Mon-Fri, 8am-5pm EST). Mobile and desktop user guides will be included in your email or can be downloaded at clevelandclinic.org/eco. For all other technical support questions, please call 855.786.3899; associates are available 24/7.

Note: You should log in for your visit up to 15 minutes prior to the appointment start time to make sure you are ready. If you log in for your visit more than 15 minutes after your appointment's scheduled time, you will receive a message asking you to reschedule.



Frequently Asked Questions

1 Is my health and financial information secure?

Cleveland Clinic Express Care® Online is a secure platform. The app is HIPAA-Compliant and stores your information in a confidential, password-protected manner.

2 Are virtual visits covered by insurance?

Your insurance may cover none, all, or part of the cost of this virtual visit. Please contact your insurance provider prior to scheduling a virtual visit, to determine your out of pocket cost.

If there is a cost, you will be asked to submit the payment via credit card, after signing into your Express Care Online account, prior to starting your visit.

3 What is the cost of a virtual visit?

The cost of a virtual visit varies by department/specialty. The department will provide cost details prior to scheduling your visit, and it will be listed in the e-mail you receive.

4 How do I pay for my virtual visit?

If your visit has a charge, you will be prompted to pay via credit card in our secure application. Your credit card will only be charged after the visit is complete.

5 What can I expect the day of my visit?

On the day of your visit, log into the Express Care Online application up to 15 minutes prior to your appointment and access your appointment from the calendar button. Once you enter the virtual waiting room, you will watch a video while you wait to connect with your provider.

It is helpful to have the following available at the time of your appointment, along with the questions you may have for your provider:

- Health information you track (blood pressure, weight, fluids, etc.)
- Pill bottles
- Previous test results and imaging

6 Will the summary of my virtual follow-up visit be available in MyChart?

Yes. If you cannot find the summary of your visit, please send a MyChart message to your provider and request a summary of your visit.