

TytoCare®- Plan Admin FAQ Guide

What is TytoHome™?

Designed for home and travel use, TytoHome is a portable, hand-held examination kit that syncs seamlessly with the Express Care Online application, enabling patients to have a seamless, high-quality remote physical exam with a Cleveland Clinic Canada nurse practitioner. This innovative technology includes a digital camera, thermometer, stethoscope, otoscope, and tongue depressor and allows for most common medical problems to be addressed virtually.

What is TytoClinic?

TytoClinic is like having a mini clinic in your building. It is an easy and convenient way for employees to have a guided remote medical exam with a Cleveland Clinic Canada clinician while at the office or work site. To set up a TytoClinic, all you need is a small, private space in your building. The TytoClinic includes easy-to-use diagnostic tools that can check your temperature, heart, lungs, ears, throat, and skin. A nurse practitioner guides you through the exam in real time, providing a thorough and personalized virtual assessment – without the need to visit a clinic in person. Unlike the TytoHome kit, the TytoClinic is a fixed setup, offering a more comprehensive, clinic-like experience for workplaces at an affordable cost. **TytoClinic is not available to plan members; it is only an option for clients and plan administrators.**

How do TytoHome and TytoClinic integrate with Express Care Online?

Tyto devices enhance your virtual care experience by allowing thorough remote physical exams during your video visits. If you have a Tyto device, it must be paired with your Express Care Online account before starting your virtual visit. Once connected, your nurse practitioner will let you know which diagnostic tools to use and guide you through the exam.

What can the TytoHome and TytoClinic diagnostic tools check?

The TytoHome exam kit includes tools for examining the heart, lungs, throat, skin, ears, and body temperature. TytoHome can be used for diagnosing common medical conditions such as the flu, common cold, ear infections, bronchitis, and sore throats. It can also be used to take high-resolution photos of the ear, throat and skin. The TytoCare solution resolves 59% more conditions than audio/visual telehealth offerings and 98% of visits without necessitating an in-person appointment.

Do Saskatchewan Blue Cross clients and plan members have access to preferred pricing?

Yes! All eligible clients and plan members receive a 10% preferred pricing discount for both the TytoClinic and TytoHome devices. For corporate inquiries on the TytoHome and TytoClinic, please contact Cleveland Clinic Canada at corporatehealthcanada@ccf.org. To purchase

individual TytoHome kits, go to, [TytoHome™ – Cleveland Clinic Canada](#). Use code SBC10 at checkout. Please note that pricing is subject to change and includes applicable taxes and shipping fees.

Can plan members use their HSA or PWA to cover the cost of TytoHome?

Yes. TytoHome is a Health Canada-approved medical device and is eligible for reimbursement through a Saskatchewan Blue Cross Health Spending Account (HSA) and/or Personal Wellness Account (PWA).

Questions?

If you have additional questions or would like to purchase a TytoClinic or TytoHome kit(s), please get in touch with Cleveland Clinic Canada at 1-844-338-3355 or expresscarecanada@ccf.org.