

FREQUENTLY ASKED QUESTIONS

What is Quick Care Online?

Quick Care Online provides access to Akron Children's pediatric providers through secure video visits for many non-emergency illnesses such as the flu and seasonal allergies.

How do I access Quick Care Online?

Quick Care Online is available using any compatible mobile phone, tablet or computer with video capability. There are three ways to access it:

- Through the free Akron Children's Anywhere app for iOS or Android phones and devices.
- Through the free Quick Care Online app for [iOS](#) and [Android](#) phones and devices.
- Online at www.akronchildrens.org/quickcareonline

When can I use Quick Care Online?

It's available 7 days a week, 365 days a year from 8 a.m. to 10 p.m.

What will happen if I request a Quick Care Online visit during off hours?

Quick Care Online is available from 8 a.m. to 10 p.m. If you request a visit outside of these hours, a message will appear that indicates the next available visit time.

What kind of medical care does Quick Care Online offer?

Quick Care Online provides general medical care for many minor, non-emergency illnesses, such as allergies, flu and sore throat, pink eye, urinary tract infections, respiratory infections, sinus issues, poison ivy, rashes and other skin conditions. Some diagnoses may require additional in-person testing.

Who can use Quick Care Online?

Quick Care Online is available to anyone under age 18 in Ohio. Your child does not have to be a current Akron Children's patient to use this service.

Who are the medical providers?

Quick Care Online is staffed by Akron Children's Hospital doctors.

Does Quick Care Online replace my pediatrician?

No. Quick Care Online should be used when you need immediate care for minor health issues. It is an affordable, convenient, secure alternative for minor illnesses that don't require higher levels of care such as urgent care and ER visits. Some diagnoses may require additional in-person testing.

Will my child interact or speak to the provider directly?

Your child must be present during the video visit. However, the level of child involvement will be at the discretion of the provider. In all cases, the provider will speak directly with the parent or guardian.

How do I set up my Quick Care Online account?

Setting up your account is a quick and easy process. Visit the Quick Care Online website or download the app and click "Register Your Account." You will be guided through step-by-step instructions.

How do I request a visit to talk to a health care provider?

Visit the Quick Care Online website or the mobile app, log into your account and click "Request a Visit".

How quickly can I talk with a health care provider?

Visit requests are typically answered in 30 minutes or less. After requesting a visit, you will be placed into the virtual waiting room until the next available provider answers.

Is there a time limit when talking with a Quick Care Online health care provider?

There is no time limit for a visit with a Quick Care Online provider.

Are there any other features in Quick Care Online?

While waiting for a health care provider, users can complete or update personal information, medical history and billing information, and can view their electronic medical records and visit history. Apple Health integration is also available for iOS subscribers.

What if I miss my virtual visit?

You will be notified via text when the provider is ready to see you. If you miss your visit, you will be returned to the end of the queue. The visit is cancelled if you miss three attempts from the provider.

Can Quick Care Online providers prescribe medication?

Yes, all Quick Care Online providers can prescribe short-term medication for a wide range of conditions when medically appropriate. Some diagnoses may require additional in-person testing. Our providers do not prescribe substances controlled by the DEA, drugs that are nontherapeutic and/or certain other drugs which may be harmful because of their potential abuse.

What does a Quick Care Online visit cost?

There are two payment options. (1) Pay a flat fee of \$49, which will be charged to a credit or debit card at the time of each visit. (2) Use your health insurance. With this option, you will not pay anything at the time of the visit, but you will be billed after the visit consistent with your benefit plan. Regardless of the option you choose, you will be charged one fee per visit, regardless of the length of the visit.

What health insurance plans are accepted?

Quick Care Online accepts many popular health insurance plans in Ohio, including Aetna, Anthem, AultCare, Buckeye, CareSource, Cigna, Medical Mutual of Ohio, Molina, Paramount, SummaCare, United Healthcare and the United Healthcare Community Plan. If you have a different plan than those listed, you will have the option to submit your plan details. If you use your health insurance, you will not pay anything at the time of the visit, but you will be billed after the visit consistent with your benefit plan.

If the Quick Care Online health care provider recommends that my child see his/her pediatrician or a specialist, do I still have to pay the visit fee?

Yes. Like any medical appointment, you pay for the visit regardless of the provider's recommendation.

If a diagnosis requires additional in-person testing, do I have to pay the visit fee?

Yes. Like any medical appointment, payment is required at the time of the visit regardless of diagnosis. If additional in-person testing is required, the provider will recommend that you follow up with your primary care provider or specialist and provide any necessary documentation in your visit summary.

Can I provide information about my Quick Care Online visit to my child's pediatrician?

Yes. You have access to your electronic medical record at any time. Log into your account and view your visit history to download a copy of your visit information. A summary of the visit will also be sent to your child's Epic visit history and will be available to your child's primary care provider. If the provider is not on Epic, a visit summary will be faxed.

Who can I contact if I experience a technical issue with Quick Care Online?

Akron Children's and Teladoc cannot troubleshoot issues with Wi-Fi, cellular or network connection issues. However, Teladoc can assist with problems related to the Quick Care Online site and login issues. Visit quickcareonline.akronchildrens.org and click the question mark at the top right corner of the screen to request assistance or contact Teladoc at 855-657-7243 akronchildrens@teladochealth.com.