

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 four ways to access Quick Care Online:

- Through the free Akron Children's Anywhere app for iOS or Android phones and devices.
- Through the free MyChart app for [iOS](#) and [Android](#) phones and devices.
- Online direct at <https://mychart.akronchildrens.org/MyChart/anonymoustelehealth>
- On our website at www.akronchildrens.org/quickcareonline

When can I use Quick Care Online?

It's available from 8am - 10 pm, 7 days a week, 365 days a year.

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

Quick Care Online is available from 8 am – 10 pm. If you request a visit outside of these hours, a message will appear that indicates video visits are currently unavailable.

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, cold and cough symptoms, sore throat, stuffy nose, diarrhea, vomiting, pink eye, 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 the age of 21 in Ohio.

Who are the medical providers?

Quick Care Online is staffed by Akron Children's providers.

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.

Can I access Quick Care Online if I do not have a MyChart account?

You can start scheduling without an account. Patients must be accompanied by a parent or guardian to have a video visit.

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

Log in to MyChart and select Quick Care Online from the menu option. Don't have a MyChart account yet? No problem, [click here](#) to schedule without an account.

How quickly can I talk with a 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 provider?

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

What if I miss my virtual visit?

You will be notified via text or email 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.

How do I pay for the Quick Care Online visit?

At the time a visit is requested, you can enter your medical insurance information or elect self-pay. If health insurance option is selected, 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 CareSource, Anthem, Medical Mutual, Buckeye, United Healthcare, Aultcare, Aetna, Cigna, Molina and Paramount. 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 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.

Will information about my Quick Care Online visit be provided to my pediatrician?

Yes. A summary of the visit will be included in your child's medical record that can be viewed by your Akron Children's primary care provider. You have access to your electronic medical record at any time by logging into your MyChart account. If the provider is not on Epic, a visit summary can be requested.

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

Akron Children's cannot troubleshoot customer problems with Wi-Fi, cellular or network connection issues. For issues logging in to MyChart please contact the MyChart helpdesk at 330-543-4400 and select option 1.