These frequently asked questions relate to Children’s Virtual Clinic specifically as a service we provide to patient families.

About Children’s Virtual Clinic for patients and families

Q: What is Children’s Virtual Clinic?
A: Children’s Virtual Clinic is another way we are expanding access to our services. Children’s Virtual Clinic, powered by MDLIVE, provides access to the quality care families have come to expect from Children’s Hospitals and Clinics of Minnesota for non-emergency illnesses. Appointments are available after-hours and on weekends and holidays. It is a direct-to-consumer virtual care platform that connects families to board-certified pediatricians for appointments via phone or secure video link. Physicians can conduct a visit, recommend treatment and, when appropriate, prescribe medication and send prescriptions to a pharmacy of choice. Children’s Virtual Clinic serves patients throughout Minnesota and western Wisconsin. Information about Children’s Virtual Clinic will be available at [www.childrensmn.org/virtualclinic/](http://www.childrensmn.org/virtualclinic/).

Q: What is MDLIVE?
A: MDLIVE is a telehealth service that provides on-demand access to physicians who are board-certified in areas such as family practice and pediatrics. We are partnering with MDLIVE to deliver Children’s Virtual Clinic. Beginning Oct. 1, any pediatric patients in Minnesota or western Wisconsin visiting MDLIVE.com will be served through to Children’s Virtual Clinic.
Q: Why are we partnering with MDLIVE to create Children’s Virtual Clinic?
A: Expanding Children’s service offerings to include virtual care represents one way we are working to achieve our vision to become every family’s essential partner in raising healthier children. We continue to examine ways we can grow our comprehensive services to adapt to the changing demands and needs of families. This includes allowing patient families access to Children’s quality care wherever and whenever they need it, regardless of the location or time of day. Along with our other expanded services, such as primary care clinic walk-in Ready Care and extended night and weekend hours, nurse triage line and emergency departments, this is yet another way we can provide care to patients and families wherever and whenever they need us.

Q: What conditions can Children’s Virtual Clinic treat?
A: Children’s Virtual Clinic can treat a variety of non-emergency conditions, including:

- Acne
- Allergies
- Asthma
- Cold and flu
- Bronchitis
- Constipation
- Diarrhea
- Ear pain
- Fever
- Headache
- Insect bites
- Nausea
- Rashes
- Sinus infections
- Sore throat
- And more

Q: When is Children’s Virtual Clinic available to patients?
A: Children’s Virtual Clinic launched Oct. 1, 2015 to patients in Minnesota and western Wisconsin.

Q: Who is staffing Children’s Virtual Clinic for pediatric care?
A: Children’s Virtual Clinic is staffed by board-certified physicians specializing in pediatrics who are licensed in Minnesota and Wisconsin. As we roll out Children’s Virtual Clinic, Children’s physicians will begin to staff the clinic in Jan. 2016.

Q: How much will a visit to Children’s Virtual Clinic cost families?
A: The out-of-pocket cost per visit is $49. Some insurance companies may reimburse virtual care visits.
Q: How can patients and families access Children’s Virtual Clinic?
A: A family’s first point of access will be online or via the app, where they will set up their child’s profile and schedule an appointment. Once the appointment is made, patients can see pediatricians via computer, phone or mobile device. Patient families can access Children’s Virtual Clinic in a variety of ways, including:

- Visiting [www.childrensmn.org/virtualclinic](http://www.childrensmn.org/virtualclinic)
- Downloading the MDLIVE application from the App Store on their mobile phone
- Calling 1-888-974-8765
- When parents register or make their child’s first appointment, they will be prompted to complete a profile with information about their child and his/her medical history. This information will then be securely stored for future visits.

Q: Will information from Children’s Virtual Clinic appointments integrate into our EMR?
A: Currently documentation is independent of our EMR and lives in MDLIVE; however we are planning to integrate data from Children’s Virtual Clinic appointments into our EMR in 2016. In the meantime, parents can request Children’s Virtual Clinic share virtual visit records with their primary care providers.

Q: What’s the benefit for patients and families of using Children’s Virtual Clinic versus other virtual care options?
A: Children’s Virtual Clinic provides the highest quality care by pediatricians for patients 0-17 years of age in Minnesota and western Wisconsin. Other services rely on providers that may or may not specialize in pediatrics. Additionally, it allows us to extend service hours so parents can access pediatricians 24/7 and avoid often unnecessary and costly urgent care or emergency room visits.

Q: What happens if a patient can’t be treated through Children’s Virtual Clinic?
A: Typically, 80-90% of visits do not require additional follow-up or in-person care. However, if at any time during the interaction the physician feels the need for the patient to be seen in-person, the patient is redirected to an in-person visit. Providers can then fax virtual medical record to the patient’s or family’s provider of choice. Patients are fully responsible for any additional actions and follow-up with a local provider.

How Children’s Virtual Clinic fits our business model

Q: What is the demand for virtual care?
A: Families are increasingly seeking on-demand and online care as they prioritize convenience, time-saving and affordability when making health care choices. As a next step to the expanded services we already offer, Children’s Virtual Clinic furthers our goal to deliver patient-centered care that’s convenient for families. It is an important offering, especially as the health care industry moves away from a fee-for-service model towards a more outcomes-focused, value-based model that ultimately improves the patient experience.
Q: How does Children’s Virtual Clinic benefit our organization and primary care clinics?
A: Children’s Virtual Clinic provides an opportunity to grow our market share by providing new points of access to our services and expands our regional footprint. In addition to expanding our reach, it also helps protect our current patient base from seeking care at competing urgent care, retail or other virtual care providers.

Q: Is Children’s Virtual Clinic meant to replace primary care physicians/clinics?
A: No, Children’s Virtual Clinic is not meant to replace primary care physicians or clinics for well child visits or common and chronic conditions. Instead, it provides an additional option to families whose children are experiencing non-emergency illnesses, especially during times when in person visits are unavailable or when they are traveling in Minnesota and western Wisconsin.

Q: How far of a reach will Children’s Virtual Clinic give Children’s Minnesota?
A: Children’s Virtual Clinic broadens our network reach to potentially reach millions of children across the state and into western Wisconsin, expanding our footprint and solidifying our stance as the largest pediatric health care provider in the Upper Midwest.

Q: What consumer demands does Children’s Virtual Clinic meet?
A: Children’s Virtual Clinic will help us meet consumer demands for convenience, meaning they can access Children’s Minnesota-quality care anywhere, anytime. We also know families in rural areas don’t always have access to a pediatric clinic nearby, so this extends our care to them as well. In addition to the convenience, this is a less expensive treatment option than having to visit an urgent care clinic or emergency department.