



## Frequently Asked Questions

### What If My Child Needs A Higher Level Of Care Or Ongoing Care?

If deemed necessary, your child can be referred to a specialist, emergency room, or primary care physician for continued care. Virtual Care Providers are trained to assess the child's condition quickly and will triage them to the appropriate level of care as needed. We recommend that ongoing care is provided by the child's primary care physician.

### Can My Other Children Be Treated With Virtual Care For Kids If They Aren't Enrolled in Fort Worth ISD?

This service is open to all Fort Worth ISD students and their friends and family from the comfort of their home on any smart phone tablet or computer 365 days a year, however, to be treated in a Fort Worth ISD school nurse's office the child must be registered during online registration or directly at [www.virtualcarekids.com/fwisd](http://www.virtualcarekids.com/fwisd).

### Can my child be seen by Virtual Care for Kids outside of a Fort Worth ISD school?

**Yes!** Virtual Care for Kids is open every day (including weekends) from 8am-12am (midnight). Your child can receive care through your smart phone or computer within minutes from wherever you are. To request an on-demand visit, click on the "Get Started" option at [www.virtualcarekids.com](http://www.virtualcarekids.com).

### Is The Video Call Secure And Private?

**Yes,** your privacy is very important to us.

### Can I Use The Service If I've Never Visited One Of Your Urgent Care Clinics?

**Yes!** If you live in Colorado, Hawaii, Indiana, Iowa, Louisiana, New Jersey, New York, North Carolina, North Dakota, Tennessee, or Texas, you're geographically eligible.

### Can My Child Use This Service Even If They Are Not A United States Citizen?

**Yes!** Virtual Care for Kids does not check citizen status.

### How Much Is A Visit Without Insurance?

In order to provide access to as many people as possible, we offer discounted visits of just **\$50** to those who are uninsured. We also provide charity care visits at no cost to those who are uninsured and on a Free/Reduced Meal Plan through the school district.

### Will My Insurance Cover The Visit?

We accept most major insurance plans including Medicaid, Aetna, Cigna, Blue Cross Blue Shield, and United Healthcare. For a full list of insurance we cover visit:

[www.virtualcarekids.com/insurance-accepted](http://www.virtualcarekids.com/insurance-accepted)

### Is An Appointment Required?

**No.** Students can be seen within minutes at school. You can also use this on-demand service outside of school between 8am and 12am (midnight) 7 days a week!

### Can My Child Get Their Monthly Prescriptions Filled With Virtual Care For Kids?

Prescriptions for ongoing or chronic conditions such as diabetes management, behavioral health management, or asthma management should be obtained by your child's primary care physician.

\*Visit [www.virtualcarekids.com/fwisd](http://www.virtualcarekids.com/fwisd) for full details on insurance coverage.

Sign up your student at [virtualcarekids.com/fwisd](http://virtualcarekids.com/fwisd)

