

Sanford + TytoCare™ New User

FREQUENTLY ASKED QUESTIONS



What kind of smartphone or tablet do I need in order to use the TytoHome™ exam kit and TytoApp™?

The TytoCare™ platform currently works on the following devices:

- Apple iOS
 - iPhone 6 or higher
 - iPad Mini 4 or higher
 - iPad Air or higher
 - iPod Touch 6 or higher
- Android
 - Samsung S5, S6+, A7, J7
 - Note 5 and above
 - Xiaomi Redmi Note 4 and above
 - MI 5 and above
 - LG G4 and above.

Whom do I contact if I need assistance setting up my TytoHome™ device or other technical support during the trial?

Contact TytoCare at 1-866-971-TYTO (8986), or support@tytocare.com.

What exams can I do with the TytoHome™ exam kit?

The exam kit can be used for any acute/urgent care (but non-emergency) medical need. The kit includes an otoscope (to examine ears), a tongue depressor (to examine throat), a stethoscope (to listen to heart, lung and abdomen), a basal thermometer, a digital camera (to examine skin and throat) and a rechargeable battery.

Is the TytoHome™ exam kit comparable to the tools used in the office?

Yes. The TytoHome™ exam kit contains wireless, FDA-approved diagnostic devices that TytoCare™ has designed to replicate the exams performed during an in-office exam. With this kit, your provider can receive high quality digital sounds of the heart and lungs, high quality digital images and video of the ears, throat and skin, and body temperature.

What type of conditions can be diagnosed using the TytoHome™ exam kit?

The TytoHome™ exam kit replicates the exams that are done in your doctor's office. TytoHome™ can be used for any acute/urgent care (but non-emergency) medical need, including:

- Ear infections
- Cold and flu
- Coughs
- Sinus infections
- Aches and pains
- Rashes
- Pink eye

There may be some cases where a provider is unable to diagnose remotely and may request an in-person visit at a clinic of your choosing, especially when a test may be required.

Are TytoHome™ visits covered by Sanford Health Plan insurance?

The TytoHome™ exam kit is provided by Sanford to eligible PREMIER employees as a covered benefit (at no cost in addition to existing premiums) during the trial. Each Tyto visit conducted during the trial will have a \$0 copay if you are on the \$2,000 deductible plan and cost \$49 if you are on the \$3,000 deductible plan.

What is an “educational visit?”

A Sanford provider will walk you through a practice medical exam capturing the following:

- Temperature
- Heart rate and heart sounds
- Lung sounds
- Bowel sounds
- Eardrum and throat videos
- Skin pictures

You will also have an opportunity to ask questions about how to use the TytoHome™ exam kit. The cost of an Educational Visit is free, one per household.

Can I get a prescription using TytoCare™?

Yes. If your provider feels it is necessary based on your session, he/she can prescribe the appropriate medication and send it to the pharmacy of your choice.

Can I use TytoCare™ for my whole family?

There is no limitation on the number family members that can use the TytoApp™ or the TytoHome™ exam kit. However, each family member must be included in your enrollment application to be eligible for a Tyto visit. There is limited ability to add family members after enrollment. If you are selected to participate in the trial, and you need to add a family member after enrollment, please contact Susan Berry at Sanford Health at 605-312-4162 for assistance.

Can I connect to my own doctor or a provider of my choosing?

For the employee trial, you will be connected to a Sanford Acute Care provider for your visit.

Is the TytoHome™ exam kit FDA-cleared?

The Tyto stethoscope is FDA-cleared, and all TytoCare™ devices fully comply with FDA regulatory requirements. Because the stethoscope is an FDA-cleared medical device, a prescription is required. This is provided by Sanford Health in connection with the trial and does not require any action on your part and your medical record will be updated to include this prescription.

Who can benefit most from TytoHome™?

Anyone can benefit from TytoHome™, but it was created specifically with families in mind, for situations when you or your child are sick and you are looking for a way to obtain a diagnosis without having to go to the doctor's office or the emergency room (ER). TytoHome™ is designed to replicate the exams you would receive in your doctor's office, giving you peace of mind that you can receive an accurate and timely diagnosis as part of a telehealth visit anywhere, anytime.

Is the TytoCare™ platform HIPAA compliant?

Yes, all exam data captured, stored and transmitted is done so on TytoCare's HIPAA compliant cloud platform, so you can be confident that your family's health data is private and secure.

Do I get to keep the TytoHome™ exam kit at the end of the trial?

Participants have the option to either return the hardware or keep it. Participants that choose to keep the TytoHome™ exam kit after the trial will have the option to purchase at a reduced cost. After the conclusion of the trial, any cost associated with use of the exam kit, the TytoCare™ platform, and/or any related apps or services will be the participant's responsibility.

Can I take TytoHome™ on vacation?

Currently patients can be seen from SD, ND, MN, IA and NE.

What do I need to use TytoHome™?

Using TytoHome™ is easy; it just requires a compatible tablet or smart phone and an internet connection.

How does TytoHome™ transmit data?

Data is transmitted via your existing Wi-Fi and internet connection.

Who gets to see my data from my exams?

Exam data is sent via an encrypted, secure network to the providers of your choice and is stored on TytoCare™'s HIPAA-compliant cloud. Only you and your provider can determine who can access your medical records.