



THE HOUSE CALL OF THE FUTURE™

Virtual medical exams

How does it work?

- Buy a TytoHome™ exam kit.
- Download the TytoApp™.
- Follow the prompts to prepare for your visit, give consent, and pair your device to your mobile phone or tablet.
- When you have an acute or urgent care (but non-emergency) health need, use the exam kit and the app to connect with a Sanford Health provider 24 hours a day, seven days a week. This provider will help you use the exam kit to gather the information needed so they can make a diagnosis and plan of care. If prescribed medication, the prescription is sent electronically to the pharmacy of your choice.

What's in the TytoHome exam kit?

An otoscope (to examine ears), a tongue depressor (to examine the throat), a stethoscope (to listen to heart, lung and abdomen), a special thermometer (to take a temperature), a digital camera (to examine skin and throat) and a rechargeable battery.

Are the devices in the TytoHome exam kit similar to the exam tools used in my doctor's office?

Yes. The devices included in the exam kit are made to give your health care provider the same type of examination data they would use in the office. The Tyto Stethoscope was cleared by the FDA. All other devices also comply with FDA requirements and have been tested to ensure the highest quality of performance.

What is a TytoHome virtual medical exam?

It's very similar to our Sanford Health video visit but also uses diagnostic exam tools that connect to the TytoApp on a mobile phone or device. When you have an acute or urgent care (but non-emergency) health need, use the exam kit and the app to connect with a Sanford Health provider. This provider will help you use the exam kit to gather the information needed so they can make a diagnosis and plan of care. If prescribed medication, the prescription is sent electronically to the pharmacy of your choice. In some instances, such as the need for lab work or X-rays, an in-person clinic visit with a provider may still be needed to make a diagnosis.

What types of illnesses can I use the TytoHome exam kit for?

You can use the exam kit for any acute or urgent care (but non-emergency) health need, including but not limited to ear pain, fever, cough, cold and flu, pink eye, nausea, bug bites and rashes.

Get care from the comfort of your home.



What do I need to use the TytoHome exam kit?

You will need a smartphone or tablet and a Wi-Fi internet connection. You will also need to download the TytoApp from the App Store or Google Play.

What smartphones and tablets work with the TytoHome exam kit?

TytoApp works with iOS (last two versions) and Android (4.4.4 and above), and the app also works with most Apple iOS and Android OS devices.

Do I need any training to use the TytoHome exam kit?

Tyto has built-in training videos and technology to help ensure correct information is gathered and the tools are easy to use. When using the TytoHome exam kit during a live telehealth exam, the Sanford Health provider will guide you, letting you know such things as where to put the stethoscope on your chest and how to place the otoscope inside your ear.

How much does a TytoHome exam kit cost?

The TytoHome exam kit costs \$299 (plus tax where needed) and is FSA and HSA eligible. Sanford Health employees can buy the kit in-person at any Sanford Home Medical Equipment or Sanford TechPoint location to receive a 10% discount.

How can I get HSA or FSA reimbursement?

Follow the normal process, as with any other medical reimbursement claims. You will need to reach out to your HSA or FSA provider for more details on what to do.

Where can I purchase a TytoHome exam kit?

The TytoHome exam kit is available at:

- Sanford Home Medical Equipment and Sanford HealthCare Accessories locations

- Sanford TechPoint kiosks in some Sanford Health facilities
- Online at www.sanfordvirtualexam.com
- Best Buy and bestbuy.com

How much does a TytoHome virtual medical exam cost and how am I charged?

You will be charged a flat fee of \$59 for each visit. Prepayment must be made by credit card to Sanford Health before a visit can begin. If you have Sanford Health Plan, TytoHome visits are a covered benefit and a claim will be submitted on your behalf; no prepayment is needed for patients with Sanford Health Plan.

Which providers can I see with the TytoHome exam kit?

When you begin a visit, you will be connected to a Sanford Health provider with experience diagnosing and treating acute or urgent care (but non-emergency) health needs remotely. The TytoHome exam kit cannot be used to connect to a primary care or specialty provider at this time.

Who sees the data from my exams, and is it HIPAA compliant?

Exam data is sent via an encrypted, secure network and is stored on Tyto Care's HIPAA-compliant cloud.

Who do I contact for technical support?

Please contact Tyto Care support at (866) 971-TYTO (8986) or support@tytocare.com.

Is the exam kit covered under warranty?

Yes. The TytoHome exam kit is covered under a one-year warranty through the manufacturer Tyto Care. Contact Tyto Care support at (866) 971-TYTO (8986) or support@tytocare.com for more information.

