

# Virtual Urgent Care

## What you need to know

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Seattle Children's now offers video visits for minor illnesses and injuries through Virtual Urgent Care. If you are interested in this service, here is more information about what it is, how to schedule and more.

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### What is Virtual Urgent Care?

It is a scheduled video visit allowing you to stay at home or another location in Washington state while you see a provider. You can see, hear and talk with a provider through your computer, tablet or other digital device.

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### What do you treat through a video visit?

Through a Virtual Urgent Care visit, we can treat:

- Allergies
- Bite (animal, human, insect)
- Cold symptoms, congestion
- Constipation
- Cough
- Diarrhea
- Eye infection
- Fever (patients ages 2 years old and older)
- Head injury (no loss of consciousness)
- Injury advice
- Nausea/vomiting
- Rash
- Sore throat
- Urinary complaints

**Please note:** A legal guardian must be present with the patient during the video visit. Your child and legal guardian must also be in the state of Washington during the virtual visit. If your child is not in Washington state, please visit an urgent care or other medical facility near you.

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### How are you able to treat my child's symptoms when you are not in person?

We will review your child's medical history, ask questions about their current symptoms and do a limited exam. Virtual Urgent Care is staffed by the same providers as our in-person service who have extensive experience diagnosing and treating illnesses and injuries.

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#### To Learn More

- Urgent Care  
206-987-2211
- Ask your child's healthcare provider
- [seattlechildrens.org](http://seattlechildrens.org)

#### Free Interpreter Services

- In the hospital, ask your nurse.
- From outside the hospital, call the toll-free Family Interpreting Line, 1-866-583-1527. Tell the interpreter the name or extension you need.

## Virtual Urgent Care – What You Need to Know

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### Will you order any tests for my child?

Depending on your child's symptoms, we may order tests like a throat or nose swab to test for things like COVID-19, flu or strep. Or, we may order a urine test to check for a urinary tract infection.

If needed, we will help arrange testing for your child at one of our urgent care locations. One of our team members will contact you with the results.

If you are unable to visit one of our locations, we may recommend you take your child to an urgent care or other medical facility near you.

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### Will you prescribe medicine for my child?

We may prescribe medicine based on our assessment of your child's symptoms and the results of any tests we order. Please make sure we have the correct pharmacy on file to send medicine to, if needed.

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### Will my insurance cover it?

It depends. Contact your insurance plan to learn more about whether they cover virtual visits and the cost, including copays and coinsurance.

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### What do I need to use the service?

- **An internet connection.**
  - **A digital device.** Desktop computers, laptops, tablets or a smartphone all work. The device must have a webcam, speakers and microphone.
  - **Software.** If you're using a smartphone or tablet, you may need to install an application on your device. When you click the video visit link, your device will let you know if you need to install the application.
  - **A private location** where the patient and family member cannot be disturbed. Your home usually works best. If other people are around, make sure you can close a door.
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### How do I schedule a video visit?

Visit [seattlechildrens.org/clinics/urgent-care-clinic](https://seattlechildrens.org/clinics/urgent-care-clinic) to schedule your virtual urgent care visit. Or, call 206-987-2211. If you need an interpreter, call 1-866-583-1527 and ask for "Urgent Care scheduling."

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### How do I participate in a video visit?

You will log into MyChart (if you have an account) or click on the link provided in your visit confirmation email 15 minutes before your appointment time. If you need an interpreter, call 866-583-1527, choose your language and follow the instructions.

Visit [seattlechildrens.org/patients-families/online-services](https://seattlechildrens.org/patients-families/online-services) to learn how to start a MyChart account. Also available in Spanish.

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### Why does my child have to be in Washington state for a video visit?

Due to licensing requirements, we can only see patients through a video visit who are in the state of Washington.

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Seattle Children's offers free interpreter services for patients, family members and legal representatives who are deaf or hard of hearing or speak a language other than English. Seattle Children's will make this information available in alternate formats upon request. Call the Family Resource Center at 206-987-2201. This handout has been reviewed by clinical staff at Seattle Children's. However, your needs are unique. Before you act or rely upon this information, please talk with your healthcare provider.

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