

视频虚拟紧急护理

您需要了解的情况

Seattle Children's 现在通过虚拟紧急护理为小病和轻伤提供视频就诊服务。如果您对这项服务感兴趣，这里有更多关于这项服务是什么、如何预约等信息。

什么是虚拟紧急护理？

这是一个预先约定好的视频就诊，允许您在华盛顿州的家里或其他地方以视频的方式见医疗服务提供者。您可以通过您的电脑、平板电脑或其他数字设备看到、听到并与服务提供者交谈。

您通过视频就诊治疗什么疾病？

通过虚拟紧急护理就诊，我们可以治疗：

- 过敏
- 叮咬（动物、人、昆虫）
- 感冒症状，充血
- 便秘
- 咳嗽
- 腹泻
- 眼睛感染
- 发热（2岁及以上的患者）
- 头部受伤（没有丧失意识）
- 伤病建议
- 恶心/呕吐
- 疹子
- 咽喉痛
- 尿路主诉

请注意：在视频就诊期间，一名法定监护人必须与患者同时在场。此外，您的孩子和法定监护人在虚拟就诊时必须身在华盛顿州。如果您的孩子不在华盛顿州，请到您附近的紧急护理诊所或其他医疗机构就诊。

当您不在现场时，您怎么能够治疗我孩子的症状？

我们将回顾您孩子的病史，询问他们目前的症状，并做有限的检查。虚拟紧急护理的工作人员与我们现场服务的提供者相同，他们在诊断和治疗疾病和伤病方面有丰富的经验。

要了解更多信息

- 紧急护理
206-987-2211
- 向您孩子的医疗保健提供者咨询
- seattlechildrens.org

免费口译服务

- 在医院，请问您的护士。
- 在医院外，请拨打免费的家庭口译热线，1-866-583-1527。告诉口译员您需要拨打的名字或分机号。

您会为我的孩子安排任何测试吗？

根据您的症状，我们可能会要求进行咽喉或鼻拭子等检查，以检测诸如 COVID-19、流感或链球菌。或者，我们可能会要求进行尿检，以检查是否有尿路感染。

如果需要，我们将帮助安排您的孩子在我们的紧急护理地点之一进行测试。我们的团队成员将与您联系，告知您结果。

如果您不能到我们的某个护理地点，我们可能会建议您带您的孩子去您附近的紧急护理或其他医疗机构。

您会给我的孩子开药吗？

我们可能会根据我们对您孩子症状的评估和我们所做的任何测试的结果来开药。如有需要，请确保在我们的档案中有您正确的药房信息，以便将处方送到正确的药房。

我的保险会不会承保这个费用？

这要视情况而定。请联系您的保险计划，以了解他们是否承保虚拟就诊和费用，包括共付额和共同保险。

我需要什么设施来使用这项服务？

- **互联网连接。**
- **一个数字设备。**台式电脑、笔记本电脑、平板电脑或智能手机都可以使用。该设备必须有一个网络摄像头、扬声器和麦克风。
- **软件** 如果您使用的是智能手机或平板电脑，您可能需要在您的设备上安装一个应用程序。当您点击视频就诊链接时，您的设备会告诉您是否需要安装该应用程序。
- 一个患者和家属不会被打扰的**私人场所**。您的家通常效果最好。如果周围有其他人，确保您能关上们。

我如何预约视频就诊？

请访问 seattlechildrens.org/clinics/urgent-care-clinic（英文）来预约您的虚拟紧急护理就诊。或致电 206-987-2211。如果您需要口译员，请致电 1-866-583-1527，并寻求“预约紧急护理”。

我如何参加视频访问？

您将在预约时间前 15 分钟登录 MyChart（如果您有账户）或点击就诊确认邮件中提供的链接。如果你需要口译员，请致电 866-583-1527，选择您需要的语言并按照指示操作。

请访问 seattlechildrens.org/patients-families/online-services（英文），了解如何开通 MyChart 账户。此网页也有西班牙语版本。

为什么我的孩子必须要在华盛顿州才能进行视频就诊？

根据许可要求，我们只能通过视频就诊为华盛顿州的患者看病。

Virtual Urgent Care

What you need to know

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.

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.

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.

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.

To Learn More

- Urgent Care
206-987-2211
- Ask your child's healthcare provider
- 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

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.

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.

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.

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.
-

How do I schedule a video visit?

Visit 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."

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 to learn how to start a MyChart account. Also available in Spanish.

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.

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.

© 2023 Seattle Children's, Seattle, Washington. All rights reserved.

4/23
PE3858