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## NEWS RELEASE

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## CLEVELAND CLINIC EXPANDS ACCESS TO HEALTHCARE WITH 24-HOUR MYCARE ONLINE

*First Hospital System in Ohio to Offer Online Healthcare Anytime Statewide*

**June 10, 2015, Cleveland:** Cleveland Clinic is offering a new, fast and inexpensive way to access healthcare. MyCare Online enables patients to see a medical professional for urgent matters via their computer or smartphone at any time of day from anywhere in Ohio.

With the introduction of online urgent care, Cleveland Clinic becomes the first hospital in Ohio to offer 24-hour online healthcare statewide.

The telemedicine service allows a patient to use an app to communicate quickly with a healthcare provider via a mobile device, desktop computer or tablet. That provider can evaluate, diagnose and treat an ailment and even prescribe medication. The \$49 fee is paid by credit card at the time of service.

Available to anyone in Ohio, MyCare Online enhances Cleveland Clinic's ability to meet the growing needs of patients in everyday settings.

"It's tremendously more convenient, because people can be seen from home or work. For certain conditions, there's no need to drive anywhere," said Dr. Peter Rasmussen, the medical director for distance health at Cleveland Clinic.

"We've all been in situations where our doctor's office is closed and we don't know if we should go to the hospital," Dr. Rasmussen said. "Or, it's the middle of the night and your child has a sore throat that needs to be looked at."

A private, secure video visit will often be sufficient to judge the seriousness of a rash, an earache or flu-like symptoms, Dr. Rasmussen said. MyCare Online is designed to diagnose and treat many other acute health symptoms, including cough, urinary tract infection, abdominal pain, diarrhea, fever and headaches.

The online service can be accessed from a free app called Cleveland Clinic MyCare, downloaded from Google Play or the App Store, or on the web at [clevelandclinicmycareonline.org](http://clevelandclinicmycareonline.org).

If medically indicated, a prescription can be sent electronically to the pharmacy of the patient's choosing.

There is a growing patient expectation that healthcare services should be more accessible and convenient—mirroring patterns from everyday life, said Dr. Rasmussen, a neurosurgeon who also directs the Cerebrovascular Center at Cleveland Clinic. MyCare Online “makes the geographical location and time of day a patient needs care largely irrelevant,” he said.

The acute care offering is the latest in a line of Cleveland Clinic services that employ telemedicine technology to expand access to healthcare. Cleveland Clinic was among the first hospital systems to deploy healthcare kiosks, allowing people to connect with medical providers in retail settings. It pioneered MyConsult, a medical second opinion service. And some Cleveland Clinic doctors already have been using MyCare Online technology to engage in online “virtual appointments” with their patients, often for checkups following surgery.

“The whole point is to provide better access, another option for care,” said Matthew Stanton, the director of distance health for Cleveland Clinic.

To provide 24-hour online healthcare, Cleveland Clinic is partnering with American Well, a telemedicine company that is providing the technology platform and the board-certified healthcare professionals. Learn more about American Well at <https://www.americanwell.com/>

As the technology is adopted by patients, Cleveland Clinic's goal is to increasingly integrate its healthcare providers into the service to build on its capabilities. Meanwhile, MyCare Online providers will meet Cleveland Clinic standards for quality and patient experience.

### **About Cleveland Clinic**

Cleveland Clinic is a nonprofit multispecialty academic medical center that integrates clinical and hospital care with research and education. Located in Cleveland, Ohio, it was founded in 1921 by four renowned physicians with a vision of providing outstanding patient care based upon the principles of cooperation, compassion and innovation. Cleveland Clinic has pioneered many medical breakthroughs, including coronary artery bypass surgery and the first face transplant in the United States. *U.S. News & World Report* consistently names Cleveland Clinic as one of the nation's best hospitals in its annual “America's Best Hospitals” survey. More than 3,000 full-time salaried physicians and researchers and 11,000 nurses represent 120 medical specialties and subspecialties. The Cleveland Clinic health system includes a main campus near downtown Cleveland,

eight community hospitals, more than 75 Northern Ohio outpatient locations, including 16 full-service Family Health Centers, Cleveland Clinic Florida, the Lou Ruvo Center for Brain Health in Las Vegas, Cleveland Clinic Canada, and, scheduled to begin seeing patients in 2015, Cleveland Clinic Abu Dhabi. In 2012, there were 5.1 million outpatient visits throughout the Cleveland Clinic health system and 157,000 hospital admissions. Patients came for treatment from every state and from more than 130 countries. Visit us at [www.clevelandclinic.org](http://www.clevelandclinic.org). Follow us at [www.twitter.com/ClevelandClinic](http://www.twitter.com/ClevelandClinic).

**Editor's Note:** [Cleveland Clinic News Service](#) captured Dr. Peter Rasmussen engaging with a stroke patient, Brenda Koos of Bainbridge, Ohio, via MyCare Online technology. Follow this link to view the video:

<http://link.videoplatform.limelight.com/media/?mediaId=ef7ef054419e4dae9925c1fe6ba4aaf1&width=480&height=321&playerForm=Player>

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