



Midwest Connect Care FAQs

Q. What is Midwest Connect Care?

A. Midwest Connect Care is a mobile video, medical consultation that provides access to health care from your computer, tablet or smart phone. This service is for Nebraska residents only.

Q. How does it work? Is it easy to use?

A. Midwest Connect Care begins with a simple phone call to our Customer Service Center. A coordinator will ask you a few questions, then email a hyperlink to you. Click on the link and it will take you to a virtual room where you will consult with a licensed healthcare provider in our Convenient Clinic.

Q. What are the hours?

A. This service is offered during the Convenient Clinic regular hours:
Monday – Friday, 7:00 a.m. – 9:00 p.m.
Saturday - 8:00 a.m. – 7:00 p.m.
Sunday - 10:00 a.m. – 6:00 p.m.
We are closed on some holidays.

Q. Who are the providers?

A. Connect Care providers include local licensed Nurse Practitioners, Physician Assistants and Physicians.

- a. Cathy Laflan, A.P.R.N.
- b. Brett Loseke, P.A.-C.
- c. Clint Whitwer, P.A.-C.
- d. Keith Vrbicky, M.D.

Q. What equipment do I need to have a Midwest Connect Care visit?

A. Any device (PC, laptop, tablet or smart phone) with a webcam, microphone, speakers and internet connection. The device must also have access to email.

Q. What are the technical requirements?

A. Operating systems - Windows: 10, 8, 7; MAC: OS X 10.6 or higher
Devices – iPhone 5, 6 and 7 or Android
Supported Browsers –
Internet Explorer, Safari on Windows 10, 8.1, 8 and 7 And on Mac OS X 10.6 and higher

Q. What does a virtual visit cost?

A. This service is available for a low monthly cost. Our special introductory price is \$12.99/mo. for an individual
\$19.99 for a family up to 5 family members
\$24.99 for a family of 6 or more family members
Family includes spouse and unmarried children under the age of 26 still living in your household.



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Q. Is there a limit to the number of times I call?

A. No, your monthly subscription allows you to use the service as often as needed.

Q. Is Midwest Connect Care appropriate for every medical condition?

A. Not all conditions. Midwest Connect Care is designed to handle non-emergency medical issues. **You should not use Connect Care if you are experiencing a medical emergency.** In case of a life threatening medical emergency, you should dial 911 immediately or go to the nearest hospital. While Connect Care is not intended to replace your primary care doctor for common or chronic conditions, a Connect Care visit can sometimes substitute a doctor's office, urgent care, or an emergency room visit.

Q. What are the most common conditions you treat?

A. Our providers are trained to treat a wide range of conditions. Some of the most common are:

- Acne
- Allergies
- Asthma
- Bronchitis
- Cold & Flu
- Constipation
- Diarrhea
- Ear Infection
- Fever
- Headache
- Insect Bites
- Joint Aches
- Nausea
- Rashes
- Sinus Infections
- Sore Throat

Q. How effective is it?

A. Approximately 80% of our visits result in complete resolution without further action. 20% may still need to see a provider in person. You may be referred to the Convenient Clinic or your Primary Care Physician.

Q. What if I need to see a provider in person?

A. Should an in-person visit be necessary, you will be instructed to contact your primary care physician, or you will be informed to go to the nearest clinic / urgent care. We may be able to assist in finding the nearest facility if you are traveling.



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Q. Is there a minimum age limit to use the service?

A. Anyone over the age of 18 months can be seen virtually and given a prescription (if the provider deems it necessary) through a Connect Care visit. A child under the age of 18 months can be seen, however, will not be able to be treated for anything requiring a prescription (Over the counter meds may be recommended).

Q. Can my child who is in college be seen through this service?

A. If the child is over the age of 19, yes. If the child is under the age of 19, we need to have a parent or legal guardian sign a consent form prior to being seen.

Q. Can a Connect Care provider prescribe medication as part of the visit?

A. Yes, if the Connect Care provider believes medication is warranted, he or she can write a prescription for non-narcotic medications (i.e. no controlled substances), which can be sent directly to the pharmacy of your choice.

Q. Can prescriptions be called in to another state?

A. Yes, except controlled substances. Narcotics or any controlled substances **cannot** be prescribed through this service. You must be a Nebraska resident to enroll in this service.

Q. Is Connect Care safe and private?

A. Yes, Connect Care is designed to be a private, secure, HIPAA-compliant tool that allows you to consult safely and confidentially with a health care provider online. These consults are NOT recorded.

Q. Do I need to have my insurance information?

A. No. This service will not apply to your regular health insurance.

Q. How do I sign up?

A. Please go to: www.midwestconnectcare.com

Q. I have a question that is not listed here. Can you help?

A. Certainly! Just call us at: **1-844-336-0877**. We have highly trained service specialists standing by to take your call.