Frequently Asked Questions

What If My Child Needs A Higher Level Of Care Or Ongoing Care?
If deemed necessary, your child can be referred to a specialist, emergency room, or primary care physician for continued care. Virtual Care Providers are trained to assess the child’s condition quickly and will triage them to the appropriate level of care as needed. We recommend that ongoing care is provided by the child’s primary care physician.

Can My Other Children Be Treated With Virtual Care For Kids If They Aren’t Enrolled In EPISD?
This service is open to all EPISD students and their friends and family from the comfort of their home on any smart phone tablet or computer 365 days a year, however, to be treated in an EPISD school nurses office the child must be registered.

Can my child be seen by VC4K outside of an EPISD school?
Yes! Virtual Care for Kids is open every day (including weekends) from 9am-9pm. Your child can receive care through your smart phone or computer within minutes from wherever you are. To request an on-demand visit, click on the “Get Started” option at www.virtualcarekids.com.

Is The Video Call Secure And Private?
Yes, your privacy is very important to us.

Can I Use The Service If I’ve Never Visited One Of Your Urgent Care Clinics?
Yes! if you live in Texas, you’re geographically eligible.

How Much Is A Visit Without Insurance?
In order to provide access to as many people as possible, we offer visits for only $50 for those who are uninsured. We also provide charity care visits at no cost to those who are uninsured and on a Free and Reduced Meal Plan through the school district.

Will My Insurance Cover The Visit?
We accept most major insurance plans including Aetna, Cigna, Blue Cross Blue Shield, United Healthcare, and most Medicaid plans. For a full list of insurance we cover visit: https://urgentcarekids.com/insurance-accepted/

Is An Appointment Required?
No. Students can be seen within minutes at school. You can also use this on-demand service outside of school between 9am and 9pm 7 days a week!

Can My Child Use This Service Even If They Are Not A United States Citizen?
Yes! Urgent Care for Kids does not check citizen status for children or parents/guardians.

Can My Child Get Their Monthly Prescriptions Filled With Virtual Care For Kids?
Prescriptions for ongoing or chronic conditions such as diabetes management, behavioral health management, or asthma management should be obtained by your child’s primary care physician.

https://www.virtualcarekids.com/episd
Preguntas Frecuentes

¿Qué sucede si mi hijo necesita un mayor nivel de atención o continuar con la atención?
Si se considera necesario su hijo puede ser derivado a un especialista, sala de emergencias o médico de atención primaria para continuar con la atención. Los proveedores de atención virtual están capacitados para evaluar la condición del niño/a y realizar una clasificación rápida que defina la atención a recibir. Recomendamos la continuidad de la atención médica primaria.

¿Cuánto es el costo de una valoración sin seguro?
Para proporcionar acceso a la mayor cantidad de personas posible, ofrecemos visitas por solo $50 para aquellos que no tienen seguro. También brindamos valoraciones de beneficiencia sin costo, para quienes no tengan seguro y estén un Plan alimenticio gratuito o rebajado a través del distrito escolar.

¿Pueden mis otros hijos ser valorados por el programa virtual para niños si no están inscritos en EPISD?
Este servicio está abierto a todos los estudiantes de EPISD sus amigos y familiares desde la comodidad de su hogar en cualquier tablet, computadora, y/o teléfono inteligente, los 365 días del año, sin embargo, para ser tratado en una oficina de enfermería de la escuela de EPISD, el niño debe estar registrado.

¿Mi seguro cubre la valoración?
Aceptaremos la mayoría de los principales planes de seguro, incluidos Aetna, Cigna, Blue Cross Blue Shield, United Healthcare y la mayoría de los planes de Medicaid. Para obtener una lista completa de los seguros que cubrimos, visite: https://urgentcarekids.com/insurance-accepted/.

¿Se requiere cita?
No. Los estudiantes pueden ser valorados rápidamente en la escuela. ¡También puede usar este servicio a pedido fuera de la escuela entre las 9 a.m. y las 9 p.m., los 7 días de la semana!

¿Mi hijo no es ciudadano de los Estados Unidos, él puede usar los servicios?
Sí, la atención de urgencias para niños no verifica el estado de ciudadanía de los niños o padres/ tutores.

¿Puede mi hijo obtener sus recetas mensuales por Virtual Care for Kids?
El médico de atención primaria de su hijo debe generar las recetas para afecciones crónicas o en curso, como el control de la diabetes, asma y el control de la salud del comportamiento.

https://www.virtualcarekids.com/episd
Virtual Care for Kids Telemedicine Program

EPISD is excited to bring pediatricians to your school’s nurse’s office through its partnership with Virtual Care for Kids. When families register their children for the program, students will immediately have access to on demand pediatricians through two way video conferencing. Virtual Care for Kids will provide the school nurse’s office with on-site rapid flu and step tests as well as over the counter medications such as fever reducers. No longer do students need to go untreated and suffer through painful symptoms that can be quickly treated. Join us in improving student’s health across the district!

Benefits

Convenience
When your students are sick or injured, it can be difficult to quickly access a doctor. Parents/guardians often have trouble leaving work to pick up their child and it’s even more challenging to arrange a same day appointment with their doctor. This service eases those challenges by significantly increasing access to high quality pediatric specialized care.

Improved Attendance
Students can now receive care and on-site testing immediately and quickly be evaluated for contagious ailments such as strep throat and the flu. This will also help to identify the students who can be sent back to class if needed. This helps to prevent the spread of illnesses and keeps healthy children in school.

Immediate Access to Care
This service provides immediate care and assessment that otherwise would be delayed due to appointment scheduling and drive-time. Our goal is to help children get well sooner, so we offer on demand care that’s accessible within minutes.

Pediatric Specialized Care
Virtual Care for Kids is powered by a network of local Texas based board certified pediatricians.

Visit https://www.virtualcarekids.com/episd

*Visit https://www.virtualcarekids.com/episd for full details on insurance coverage.
Cost $

Is there a cost to use this service?

Most visits will be delivered at little to no cost to the families. This service is being provided by Virtual Care for Kids at no cost to the district.

TRICARE: Prime members pay $0 for use of this service and TRICARE Select members only pay $21 per visit. Virtual Care for Kids is a TRICARE authorized provider and in-network with all TRICARE plans.

Medicaid: All Texas Medicaid plans are accepted and most visits for Medicaid covered patients will cost $0.*

Commercial insurance: Virtual Care for Kids is in-network with most major plans (BCBS, UHC, Cigna, Aetna, Humana, etc.) and a telemedicine visit for your child typically costs the same as a normal trip to your child’s pediatrician office. The visit will be automatically billed to your child’s insurance company with no action needed by the parent or guardian.*

No Insurance: Virtual Care for Kids will offer charity care for children who are without insurance and who are enrolled in the Free and Reduced Meal Program. All other students without health insurance will be offered a cash pay discount rate of $50 per visit.

Register ✓

How Students Register

Students can easily register online by visiting http://www.virtualcarekids.com/episd as well as through the normal student school registration process. Registration will remain open throughout the year, however, students are encouraged to register at the beginning of the school year.

After the student has been seen, Virtual Care for Kids will send a visit summary to the parents. If deemed necessary, an electronic prescription can be sent to the pharmacy of the parents’ choice and a visit summary can be sent to the student’s primary care physician. A record of student’s visit will be kept with the Urgent Care for Kids/Virtual Care for Kids database for future reference.

Additionally, students and their siblings can use the service from home if the condition worsens or persists. Within minutes, families will be face to face with a pediatric specialized provider from the comfort of their own home. We believe that high quality health care should be accessible to pediatric patients at any time, so this service is available every day of the year, including holidays, nights, and weekends. This service can be accessed by visiting www.virtualcarekids.com.

*Visit https://www.virtualcarekids.com/episd for full details on insurance coverage.
El Paso ISD Telemedicine Program

EPISD has partnered with Virtual Care for Kids to make it possible for your child to be treated under the care of a pediatrician right in the nurse’s office through two-way video conference. It’s like a visit to your pediatrician’s office without leaving school!

How Does It Work?

**Step 1: Get Registered**
Register your child for the Virtual Care program through EPISD online registration.

**Step 2: Receive Care Immediately**
If your child is in need of care while at school, he/she can quickly be seen by a pediatrician through secure two-way video conference similar to FaceTime. If needed, on-site testing can be conducted for conditions such as strep throat and flu and care can be provided immediately.

**Step 3: Get Well Sooner!**
If needed, we’ll send a prescription to a pharmacy near you. We’ll also provide a full visit summary and if desired, send the visit notes to your primary care physician.

Visit https://www.virtualcarekids.com/episd

Is There A Cost To Use The Service?

**Most visits would be little to no cost.**

**TRICARE:** Prime members pay $0 for use of this service and TRICARE Select members only pay $21 per visit. Virtual Care for Kids is a TRICARE authorized provider and in-network with all TRICARE plans.

**Medicaid:** All Texas Medicaid plans are accepted and most visits for Medicaid covered patients will cost $0.*

**Commercial Insurance:** Virtual Care for Kids is in-network with most major plans (BCBS, UHC, Cigna, Aetna, Humana, etc.) and a telemedicine visit for your child typically costs the same as a normal trip to your child’s pediatrician office. The visit will be automatically billed to your child’s insurance company with no action needed by the parent or guardian.*

**No Insurance:** Virtual Care for Kids will offer charity care for children who are without insurance and who are enrolled in the Free and Reduced Meal Program. All other students without health insurance will be offered a cash pay discount rate of $60 per visit.

*Visit https://www.virtualcarekids.com/episd for full details on insurance coverage.
Programa De Telemedicina De El Paso ISD

El Distrito Escolar Independiente de El Paso (EPISD) se asoció con Virtual Care for Kids (Cuidado virtual para niños) para brindarle a su hijo/a una valoración Pediátrica directamente desde el consultorio de enfermería a través de una videoconferencia. ¡Es como una visita al consultorio de su pediatra sin salir de la escuela!

¿Cómo Funciona?

Primer Paso: Regístrese
Registrar a su hijo/a en el programa Virtual Care a través del portal para padres de EPISD.

Segundo Paso: Reciba Atención Inmediata
Si su hijo/a necesita atención mientras está en la escuela, puede ser valorado rápidamente por un Pediatra a través de una videoconferencia muy similar al usar FaceTime. De ser indispensable se harán pruebas rápidas para afecciones como faringitis estreptocócica o de gripe para poderles brindar una atención inmediata en el lugar.

Tercer Paso: Rápida Recuperación!
Según la necesidad se expedirá una receta médica a la farmacia más cercana para usted. También si desea proporcionaremos un resumen de la valoración para los padres o para su médico de atención primaria.

Visite: https://www.virtualcarekids.com/episd

¿Hay Algún Costo Por Usar El Servicio?
La mayoría de las consultas tendrían un bajo costo o serían gratuitas.

TRICARE: Los miembros Prime pagan $0 por el uso de este servicio. Los miembros Select solo pagan $21 por la valoración. Virtual Care for Kids es un proveedor autorizado de TRICARE y está en la red con todos los planes de TRICARE.

Medicaid: Se aceptan todos los planes Medicaid de Texas. Los pacientes asegurados por Medicaid la mayoría de sus consultas le costarán $0.*

Seguro Comercial: Virtual Care for Kids tiene red con los principales planes de (BCBS, UHC, Cigna, Aetna, Humana, etc.). Una consulta de telemedicina para su hijo/a normalmente tiene el mismo costo que una consulta Pediátrica de rutina. La consulta se facturará automáticamente a la compañía de seguros sin necesidad de autorización por parte de los padres o guardian.*

Sin Seguro: Virtual Care for Kids ofrecerá atención gratuita para los niños que estén inscritos en el programa de Alimentación Gratuita y reducida. Los demás estudiantes sin seguro de salud se les ofrecerá un descuento del $50 por valoración.

*Para obtener más información sobre la cobertura del seguro, visite: https://www.virtualcarekids.com/episd