

TytoCare Telehealth Platform

Frequently Asked Questions



An audio/visual telehealth tool that easily connects providers with patients.

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are pleased to offer providers a HIPAA-compliant telehealth tool called TytoCare. The following FAQs will give providers a better understanding of this low-broadband tool, its capabilities and how they can use it for free to connect with their patients and reduce barriers to care.

1 How does TytoCare ensure HIPAA compliance?

Unlike common video conferencing platforms such as Zoom, Facetime or Skype, all data in TytoCare utilizes encryption that meets the highest compliance levels in the healthcare industry to ensure HIPAA compliance. This encryption ensures that patient visits meet state and federal video visit requirements.

2 Do I need to be a technology expert to use TytoCare?

Not at all. Most users find TytoCare to be very user-friendly. Training videos and handouts are available for effective onboarding and use.

3 Can I use TytoCare with all of my patients?

Yes. Although access is provided through Presbyterian, use of the platform is open to any patient under your care regardless of their insurance carrier.

4 How do I use TytoCare?

Setting up and joining visits through TytoCare is easy and can be done via any web browser. Simply enter the patient's phone number or email and the platform will send them a link to join. There's no need to download an app or additional software.

5 What other tools are available in the TytoCare platform?

TytoCare offers various tools to support your practice's needs, including::

- Multi-party capabilities that allow you to invite others (e.g., medical assistants, interpreters, family members, etc.) to join a visit
- Troubleshooting tools that provide the ability to report any issues to a 24/7 response team in real time

6 I have more questions. Who can I contact and are there more resources available?

Providers can reach out to their [Provider Network Operations relationship team](#) with questions about the TytoCare platform and to sign up.