

As a global academic medical centre, we know the importance of keeping our communities healthy and are committed to doing all we can to help. We know that these are challenging times, so we are offering **PEO members and their families** free access to our virtual care service, [Express Care Online](#) through the end of May 2020. This valuable service allows you to connect virtually with one of our clinicians, using your phone, computer or tablet. You can get medical advice and a diagnosis without leaving your house. And if needed, a prescription can be sent to a pharmacy of your choice.

Express Care Online appointments are available 7 days a week from 7am to 7pm (EST). For any questions, please email [expresscarecanada@ccf.org](mailto:expresscarecanada@ccf.org). Whether you have the flu or are worried about COVID-19 symptoms, we can help.

## Commonly Treated Conditions

Express Care Online is the right choice for treating many typical issues including:

- Allergies
- Back Pain
- Bronchitis
- Common Cold
- COVID-19 Symptom Assessment
- Influenza (Flu)
- Painful Urination (Dysuria)
- Pink Eye (Conjunctivitis)
- Sore Throat (Pharyngitis)
- Sinus Infections
- Upper Respiratory Illness
- Yeast Infections

## Here's how to get started:

1. Download the Cleveland Clinic Express Care Online app on your mobile device and register. When prompted, enter your unique service key: **CCC**
2. Select "Express Care Online Subscription" and choose a clinician from the list. You will then be directed to a virtual waiting room, and after a short wait, you can talk to a provider in real-time to describe your health concerns.

We hope this service provides some peace of mind during this challenging time. Thank you for trusting us with your care.

Your Cleveland Clinic Canada team

## Want to know what other [services](#) we are offering right now?

Articles you may find helpful:

- [FAQs: What You Should Know About COVID-19 and Chronic Medical Conditions](#)
- [5 ways to manage stress during the coronavirus outbreak](#)
- [How to talk to your child about coronavirus](#)
- [Sanitize your phone with these helpful tips](#)
- [How to work out at home](#)