How to use Express Care® Online
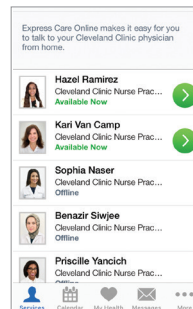
Cleveland Clinic
Canada

1

Download the free Cleveland Clinic Express Care Online app on your mobile

device. When the app is launched, log in with the following information:

Email: health@rns.cc
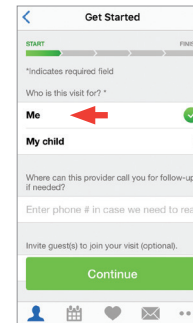
Password: rns123*

2

Once you're signed in, select **"Rothesay Netherwood School"**. You'll see a page of available clinicians. Select the provider you want to see. You can also review bios of the clinicians by clicking on their names.

3

Once you've selected the provider, select the name of the child the visit is for.

If the child is new to Express Care Online, choose "Another child", then follow the prompts to add their profile and continue to the visit.
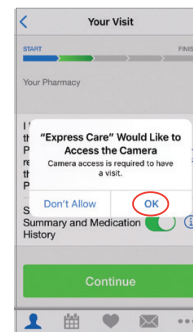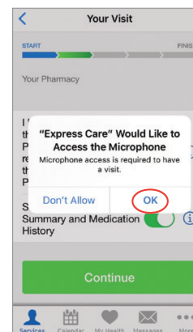

4

On the "Your Visit" page, you can type the reason for your visit.

Check the Notice of Privacy box. Then click "Continue".
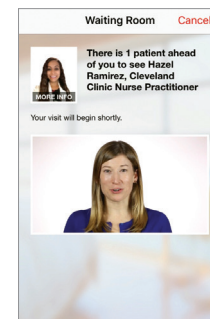

5

You'll want your provider to be able to see and hear you. Make sure you allow access to your microphone and camera.

6

You'll be directed to a virtual waiting room, and after a short wait, you can video chat live with the provider you selected to discuss your health concerns.

Questions?

1.844.338.3355

expresscarecanada@ccf.org