



## One Medical Kids FAQs

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## General

### **What is One Medical Kids & Family Care at One Medical?**

We offer same- or next-day appointments with family practitioners and pediatricians, online appointment scheduling, secure messaging with your provider, and 24/7 virtual care. Our family practice offices have kid-approved waiting areas with books and toys, diaper changing tables in restrooms stocked with the necessities, family-friendly exam rooms, a Nurture Room for breastfeeding and newborn care, and plenty of space for stroller parking.

## Registration

### **How will the registration process work?**

You can register your child in a few simple steps. For the best experience, please sign up yourself first at [onemedical.com/myhealth](https://onemedical.com/myhealth), using your employer discount code. Once you're a member, follow this [registration link](#) to register your child or sign in to your account and click the "Register your spouse or dependents" banner on the home screen. You'll be asked to provide some basic information about your child, preferred contact information, and an email address and password to access the account in the future. Your accounts will be linked in the system which will help you manage your family's accounts in the future.

To register your child without signing up yourself, visit [onemedical.com/myhealth](https://onemedical.com/myhealth), enter your work email address and employer discount code, and choose "Child membership" when asked to indicate who needs a membership.

### **Can parents/guardians use the same email address for both their child's account and their own?**

Parents can choose the same preferred email address for them and their child for communications and appointment information from One Medical. However, a parent/guardian must use a different login email address for their child to manage his/her account and utilize virtual care.

### **If a child is already a member, will a partial refund apply like it does for adults once the code applied?**

Yes.

### **How early can a child be registered?**

For employees using employer discount codes for registration, their child(ren) can be registered at any age (even before birth). The registration form will accommodate future due dates and provide instructions for expecting parents.

## Clinical Services

### **Who can see pediatric patients?**

Pediatricians may see children ages 0-17 years. Family providers in our family practice offices see newborns and up.

### **What are the differences between a pediatrician and a family medicine provider?**

Pediatricians should be thought of as PCPs for children -- their scope includes medical care for patients up to 18 years of age. Family medicine providers can care for patients of all ages, from newborns to the elderly.

### **What services are offered for children?**

All of our family practice offices have expanded phlebotomy to support our pediatric patients, including: vaccines, lab draws, point of care testing (hgb, lead), vision and hearing screenings, nebulizer treatments, urine dips, and TB testing.

We also have onsite lactation consultants in some of family practice offices, and are exploring additional support for parents such as classes and workshops.

## Access & Scheduling

### **How are pediatric appointments different from adult appointments?**

For patients under the age of 14, we offer two appointment types: Well Visits and Sick Visits. Well Visits, are 40-minutes long, and are best for preventive care, physicals, sports physicals, newborn visits, and well-child exams. Sick Visits are 20-minutes long, and are used for illnesses and injuries, and weight checks.

Consistent with our current program, patients ages 14-17 continue to have access to our Brief, Standard, and Physical appointments, in addition to the Well Visit and Sick Visit appointments. 18 year-olds are not eligible for Pediatric appointments.

### **How will peds appointments be booked?**

Pediatric appointments may be booked online or via phone from the child's account.

### **Are parents required to be present for in-person visits?**

No, but we will require a consent form before providing information or directions to another caregiver.



**Anything we should know about peds and parents utilizing virtual care for them?**

Only that it's an awesome perk! Virtual care is available similar to adult accounts. Please note that parents/guardians must be logged into their child's account for the visit.

**Do parents have to sign in and out of the app if they're enrolled and their child is enrolled to utilize virtual services?**

Yes. We are working to integrate into one login, but given privacy laws, we're taking the time to build it right.

## **Billing & Insurance**

**What about billing and insurance?**

If we are in network with the parent's/guardian's insurance, and the child is on their insurance plan, then we can bill normally.