

Telemedicine Patient Instructions:

We look forward to being able to continue to serve our patients during this COVID-19 crisis. Below are some helpful instructions to complete prior to your telemedicine appointment.

- Please have one of the following video options for your visit with your doctor and advise our office which you will be using, as well as the associated phone number.
 - FaceTime (iPhone users)
 - GoogleDuo (all phones)
 - Skype (available for desktop as well)
- Please download the following app to test vision.
 - iPhone: Eyecuity
 - Android/Samsung: Eye test by Designveloper
- Before any office visit is a good idea to have a list of changes to your vision, any new eye problems, new medications, changes to your medical history, and any questions you may have.
- You will be given an hour window for your visit. The doctor's technician will first call you during that window to make sure you are set up, review your medical and eye history, and then you will be connected with the doctor.
- Please know that if your doctor deems it necessary to be seen in office, we have availability for that. Telemedicine is done first, as recommended by the CDC and American Academy of Ophthalmology to keep everyone healthy and safe during this COVID-19 crisis.

FAQS:

Will the doctor be able to complete my exam?

Our doctors have received training in telemedicine and are able to address many ocular health situations via telemedicine.

I'm not good with technology, will my doctor be able to see me?

Our staff will do their best to help get you set up, and it is no problem for you to involve a family member to help as well. We definitely prefer video so we can see your eyes, but if we are unable to get a video set up, you can still have a phone call with your doctor. And, if necessary, we can see you in office.

I'm nervous, what can I expect?

Once the technology is set up, it should feel very similar to a regular visit and one-on-one conversation with your doctor. Preparing any questions or concerns you have about your eyes is a good way to feel comfortable during your conversation.