

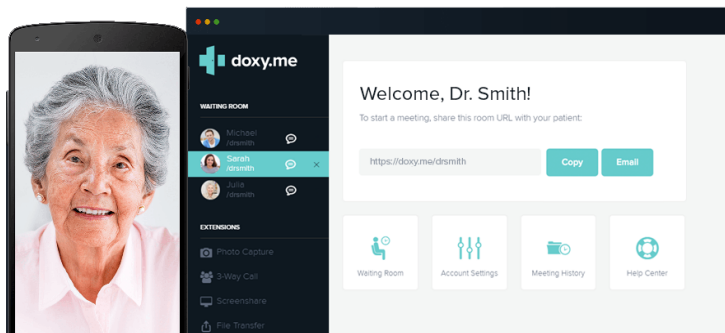
Clinicians and Staff Update

Telemedicine Introduction

April 2020

Product Overview

We're happy to announce that after thorough review of emerging telehealth options, Milan Eye Center will integrate the [Doxy.me](#) platform into our existing patient care models. Doxy.me is a seamless, web based platform for efficient, HIPAA compliant and flexible patient interaction.



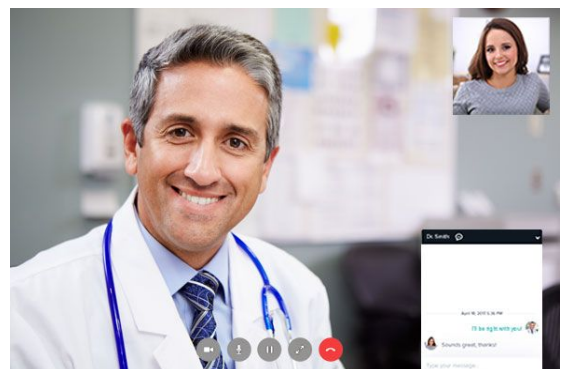
Telemedicine

Our current environment has brought forth the need and opportunity to engage with our patients in a non-traditional fashion.

Though eye care is very much a hands-on specialty, in the interest of minimizing patient contact with our clinicians and staff and in order to serve those with non-emergent needs that are unable to present to our available clinical facilities, telemedicine is a necessary addition to our practice.

Integration

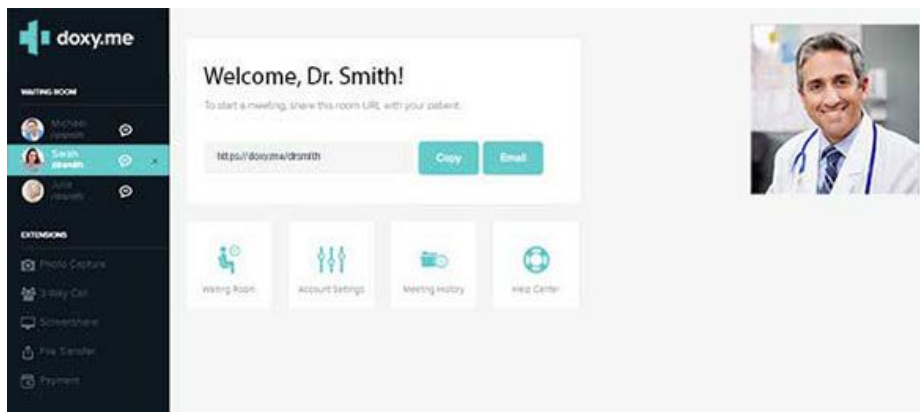
We hope to make the inclusion of telemedicine with the [doxy.me](#) platform seamless into your existing clinical flow. Beyond an introduction of this tool to our clinicians and staff, we aim to have the 'behind-the-scenes' workings of our practice



incorporate the new logistics that come with this addition. Significant efforts have been made in this sphere. There will be some unforeseen challenges along the way and we look forward to your feedback to improve our processes. Presently, we envision one clinician in each of the open offices to engage with patients via doxy.me for 100 minutes in the morning and 100 minutes in the afternoon by way of 20 minute slots. This new appointment type will be integrated within that clinician’s schedule. Depending on volume and experience, the number of clinicians, number of slots and span of each slot can be adjusted in the future.

How doxy.me Works

Briefly, doxy.me has a doctor facing portal and a patient facing portal. Once an account is created, doctors will login to their individual accounts and be able to see a virtual waiting room



with patients that have been given your unique link and who are waiting to see you. You will have a live audio-visual interaction with the patient. As such, a device enabled with a camera and

microphone are necessary to engage with this platform. The image above shows you compatible browsers depending on the device you decide to use.

The doxy.me platform offers different levels of subscription. Through our relationship with ImprimisRx we are fortunate to have a comprehensive ‘Clinic’ level subscription and each doctor will have their own unique login and identity.

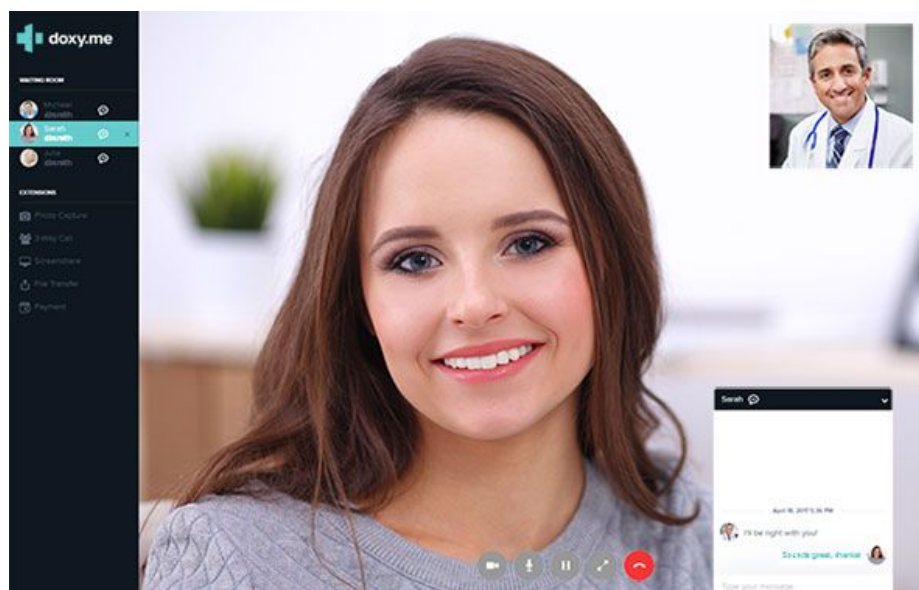


Each clinician will be asked to create an account for themselves, upload a professional photo and link their work email address and cell

phone to the account - instructions to follow. Unlike options such as Facetime or Google Hangouts, doxy.me affords the opportunity to keep your email address and phone number private. Hence, this information is protected and your email, phone number or both will serve to notify you of a patient's presence in your virtual waiting room and nothing more.

Patient Encounter

During or after your telemedicine encounter, you can work alongside in iMedicare where you will input routine patient data such as CC, HPI, PMH, POH and Medication. As this is not a slit



lamp exam and there is no possibility of a dilated eye exam, your examination will be limited largely to an external eye exam and macro examination of ocular structures. Should checking vision be pertinent to your exam, you may use a vision chart such as this one

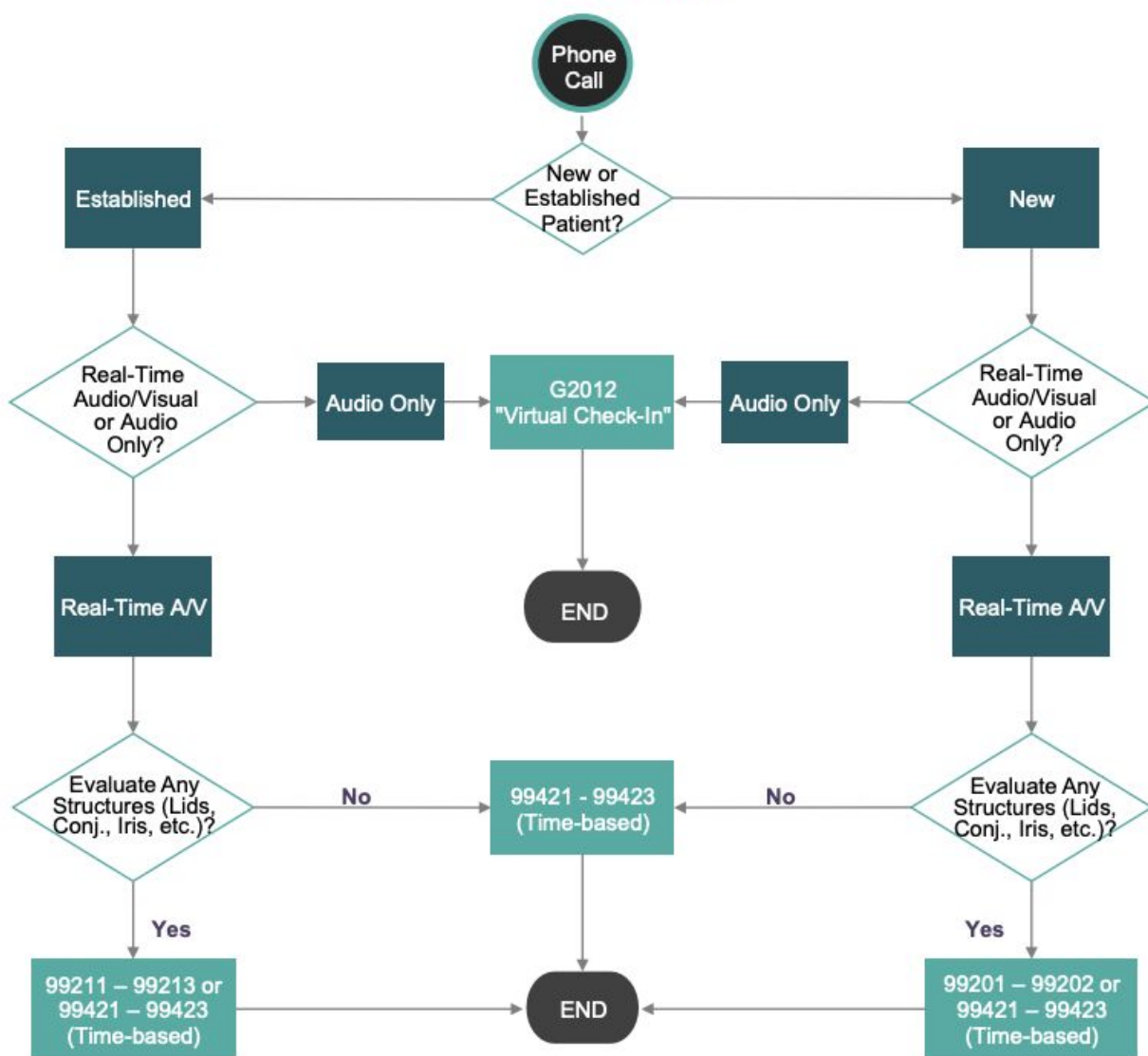
provided by the AAO - [Adult Eye Chart for Home](#) or consider having the patient check their own vision by way of several apps available on Google Play and the App Store. There will be no time limit on these interactions, but we expect most to last no more than 20 minutes. Your telemedicine templates in iMedicare will reflect this.

Billing

As some of you are aware, several new CPT codes have been created for the purposes of telemedicine. Please take some time and familiarize yourself with the newer codes that are

summarized [here](#). Though several new codes have been added, we expect most of your audio-visual telemedicine encounters to utilize the familiar E/M codes. Please use your best judgement as you begin to bill for these newer visit types. iMedicware is unlikely to suggest the best CPT code for you under the 'Superbill' function as these codes are new. You may find further guidance with the Corcoran white sheet [here](#). Feel free to reach out to Janak Pandya and the Billing Team with questions. The following flowchart may help with your billing needs as well.

TELEMEDICINE FLOWCHART – EYE CARE





Steps to Set Up Your Account

1. Before accessing your account on doxy.me, you will need to first request an account from them.
 - a. Go to this specific site: <https://www.imprimisrx.com/telemed/>
 - b. Input all the information requested. See image below for guidance.

Prescriber Name

**Required*

Email Address (DO NOT USE THE SAME EMAIL FOR MULTIPLE DOCTORS. AN INDIVIDUAL EMAIL IS NEEDED TO SIGN UP EACH DOCTOR'S ACCOUNT)
 **Required*

Specialty
 **Required*

NPI Number
 **Required*
Don't know your NPI Number? [Click here](#) to look up your NPI number.

Facility Name
 **Required*

Facility Address

 **Required*

Cell Phone Number
 **Required*

Facility Contact Name

Are you an existing ImprimisRx customer?
 Yes
 No
 I'm not sure
**Required*

What EMR system do you use?

2. You should receive an email from ImprimisRx confirming your account request. Please ensure it does not end up in your Junk Folder.
3. Within the next 2 hours you will receive an email that comes from Support@doxy.me and it will have instructions on how to join the ImprimisRx Clinic Account. The email subject will be "Join your team's Doxy.me Clinic account". If not, please contact them.
4. Follow the link within the email and complete your registration.
5. Once you log in [here](#), you will need to set up your account as follows:
 - Click 'Account Settings'. Under Settings:
 - Expand 'Personal Info'. Please choose a Display Name that is simple and easily searchable by the patient. Hit 'Update' when done.
 - Next, expand 'Room Settings'.
 - Follow the link to [Gravatar](#) and create an account for yourself. Within Gravatar, choose a professional headshot for display in the virtual waiting room. Doxy.me pulls any pictures from Gravatar directly.
 - Keep the video quality as 'Standard Definition'
 - Link this [Informed Consent](#) to the TOS. Hit Update.
 - Click the 'Notifications' tab on the top.
 - Toggle on/off your preferred methods of being notified, ie desktop, email, text
 - Verify that your cell phone number is accurate. Hit 'Save'.
 - Next, Click 'Edit Waiting Room' on the Left side Menu
 - Click the '+' symbol and upload the same professional headshot you used on Gravatar
 - Next, modify the sample welcome message as you'd like. Here is a sample:

Welcome!

Hi, I'm glad you're here and will start the video call in a moment. Please take this time to ensure that your microphone and camera are both enabled on your device. Please also read the Terms & Conditions set forth in the Telemedicine Consent below. Lastly, do review the tips below on how to have the best call. I look forward to seeing you momentarily!



- Next, click the '+' symbol and create a text box. Copy and paste the following:

Please note that you are giving informed consent as per the terms and conditions below by engaging in this telemedicine encounter. If you wish not to accept these terms, please disengage from this platform. You may also find this consent [HERE](#).

Please ensure the hyperlink embedded in this text above is functional.

- Next, click the '+' symbol and create a text box. Copy and paste the following:

Should you need to reschedule your appointment, please call 678-381-2020 and speak to our staff who can assist you.

- Next, add any other text boxes or video links that you feel are pertinent and useful to patients while they wait.
- Scroll to the top and 'Save'.

You're ready for Telemedicine!