

**New Patient to MEC - Sent at time of booking**

Dear [first\_name],

Thank you for booking a telehealth appointment with Milan Eye Center on {appointment date\_time}.

During this appointment you can discuss your eye health with your doctor, update any prescriptions, and ensure that your overall health and well being is in a good place during this national crisis.

Your appointment should take about 15 minutes and is easy to do from your smartphone, computer or tablet. No software downloads are required! We will send you a link via text and email 15 minutes prior to your scheduled appointment time to check in to your doctor's virtual waiting room.

Prior to your appointment, please click {insert link to new patient packet} to complete your new patient packet.

If you have any questions or concerns, please do not hesitate to reach out to us at 678-381-2020.

We look forward to meeting you soon!

Sincerely,  
The Milan Eye Center Physicians and Staff

**Existing Patient to MEC - New to Telemedicine - Sent at the time of booking**

Dear [first\_name],

Thank you for booking a telehealth appointment with Milan Eye Center on {appointment date\_time}.

During this appointment you can discuss your eye health with your doctor, update any prescriptions, and ensure that your overall health and well being is in a good place during this national crisis.

Your appointment should take about 15 minutes and is easy to do from your smartphone, computer or tablet. No software downloads are required! We will send you a link via text and email 15 minutes prior to your scheduled appointment time to check in to your doctor's virtual waiting room.

Prior to your appointment, please click {insert link to existing patient packet} to review your patient packet, health history and medications, and sign treatment consents.

If you have any questions or concerns, please do not hesitate to reach out to us at 678-381-2020.

We look forward to seeing you soon!

Sincerely,  
The Milan Eye Center Physicians and Staff

**Established patient in Telemedicine - Sent at the time of booking**

Dear [first\_name],

Thank you for booking a telehealth appointment with Milan Eye Center on {appointment\_date\_time}.

Your appointment should take about 15 minutes and is easy to do from your smartphone, computer or tablet. No software downloads are required!

If you have previously completed a telemedicine visit this year and have no updates to your insurance since you were last seen, please look forward to your confirmation text/email that will be sent 15 minutes prior to your appointment.

If you have any further questions or concerns, please do not hesitate to reach out to us at 678-381-2020.

We look forward to seeing you soon!

Sincerely,

The Milan Eye Center Physicians and Staff

**Email Reminder sent out 15 minutes prior to all scheduled appointments**

Hi {first\_name},

It is time for your scheduled telehealth appointment with {doctor\_name}!

Your appointment should take about 15 minutes and is easy to do from your smartphone, computer or tablet. No software downloads are required!

During this appointment you can discuss your eye health with your doctor, update any prescriptions, and ensure that your overall health and well being is in a good place during this national crisis.

Please click "check in" below to access their virtual waiting room. Enter your name and press "check in" and your doctor will join you shortly!

(Button labeled "check-in" - linked with specific physician's virtual waiting room)