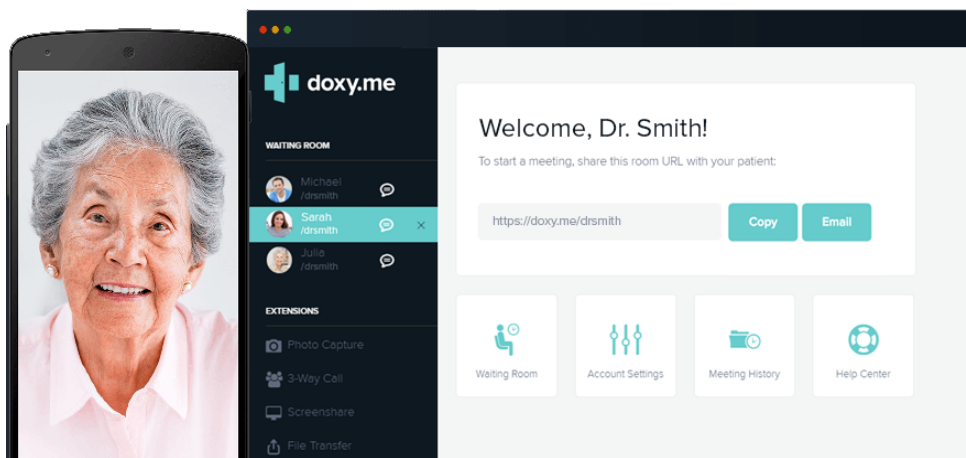


Introducing Telemedicine

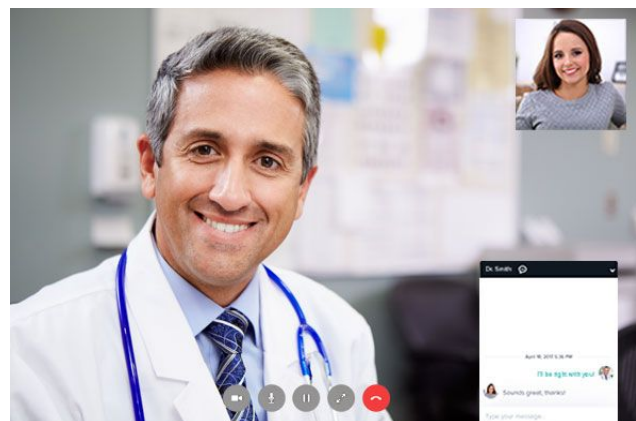
April 2020

We're happy to announce that after a thorough review of emerging telehealth options, Milan Eye Center will integrate the [Doxy.me](#) platform into our 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 to engage with our patients in a non-traditional fashion. Though eye care has traditionally been a hands-on specialty, telemedicine is a welcome addition to our practice to protect our patients, minimize unnecessary patient-staff contact, and serve those with non-emergent needs that are unable to present to our available clinical facilities.

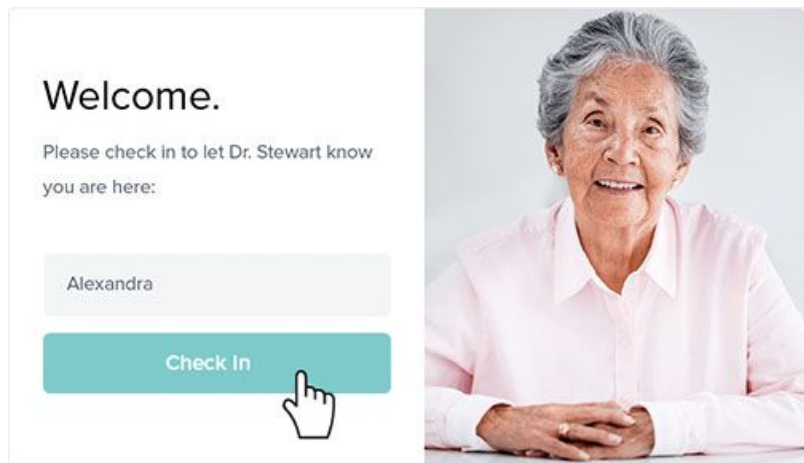


Seamless Integration

We have made efforts to make the inclusion of telemedicine with the [doxy.me](#) platform seamless into our existing clinical flow. For our patients this should translate to **a simple, efficient and fulfilling experience** with their doctor. The ability for our patients with **any wi-fi connected device** to securely access their doctors **without needing to download any apps or software** should allow our existing and new patients to access quality eye care at their fingertips.

How doxy.me Works

Briefly, [doxy.me](#) is a website that has a doctor facing side and a patient facing side. Importantly, [Doxy.me](#) is a **secure, HIPAA compliant platform**. Once our clinical staff determine that a patient is a telemedicine candidate, an appointment will be made for them - **same day appointments may be possible**. Our patients



will be given a **unique link to access their doctor's virtual waiting room** at a designated appointment time. While waiting, the patient may test their device using a built in tool available

on the lower left hand side of the screen called **'Pre-call Test'**.







They'll also have a chance to browse any messages the doctor has for patients. At the appointment time, the doctor will begin **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.**

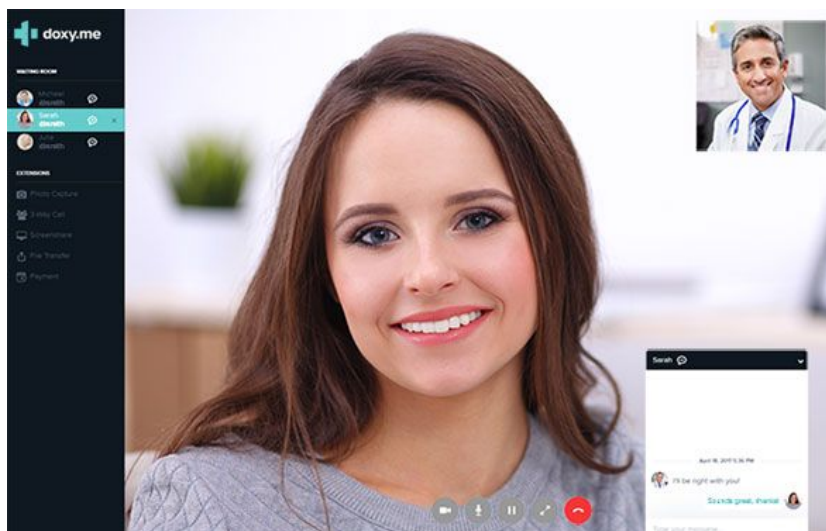
With any use of technology, troubleshooting sometimes becomes necessary. [Doxy.me](https://doxy.me) is a web-based platform that **requires a reliable wi-fi connection** first and foremost. Though the type of device that may be used is wide - mobile phones, tablets, desktop computers, laptops - **the device should have a functioning camera.** Lastly, the image above can guide you as to which browser is compatible based on the type of device being used. At times, wi-fi strength and speed can vary and your doctor may need to reset the connection for your visit. Please be patient during the process.

Tips for a great video call:

- Use strong wifi or an ethernet cable
 

- Close unused programs (or restart computer)
 

- Update to latest browser version
 


Insurance

Most insurances cover telemedicine visits with doctors in the same way they cover office visits. We will make every attempt to inform our patients of co-pays and coverage before the visit, but this may not always be possible. Should our patients not have insurance, our team will be able to provide cost estimates for a virtual visit with one of our doctors.



Interacting with Your Doctor

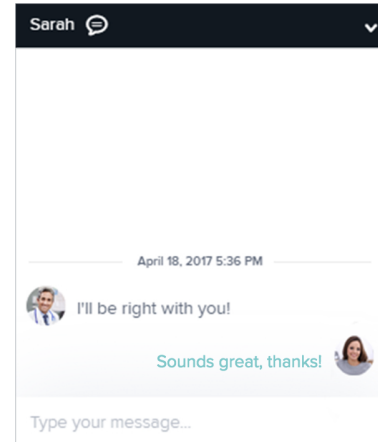
Once the appointment begins, our patients will be able to **securely speak** to the doctor about their concerns, partake in an eye exam as directed by the



doctor and ask questions. The doctor will tailor the eye exam to the patient, **capture images of the eye**, if needed, and securely save them to the patient's file. Doctors will also be able to send patients instruction and informational documents as necessary.

Should our patients not have an ability to speak or conduct an audio conversation, the **Live Chat feature** also allows patients to communicate with the doctor in real time.

In our current environment of social distancing families are often separated from their loved ones. Should family members in another location or those that need to translate for our patients need to join in on the visit, they'll be able to do so with the **Group Call feature** on doxy.me.



Follow Ups and Prescriptions

Prescriptions of medication can be electronically submitted by the doctor to the patient's pharmacy of choice. Should a second telemedicine or in-clinic visit be indicated, patients will get confirmation with date, time and location **within 24 hours**. Of course, our staff are always available by phone should there be further questions or concerns.

We hope that you find your experience using telemedicine at Milan Eye Center efficient, fulfilling and effective. Wishing you good health and well being always!

The Doctors and Staff of [Milan Eye Center](#)

