

Welcome!

Below you will find information to help you prepare for your upcoming Telemedicine visit with your San Antonio Eye Center doctor. We're all new to Telemedicine and we want to do our best to make it useful to you.

- 1) Permission: Your doctor needs to have your permission to proceed with a Telemedicine visit. Please read the Telemedicine Informed Consent document on our website so you are familiar with the limitations of Telemedicine encounters.
- 2) We can get much more information during an exam that involves Video rather than telephone only. Please make every effort to access an online video platform. Options include FaceTime, Skype, Zoom, and Doximity.
- 3) Cost: Telemedicine is a medical service and as such there are charges associated with it. Medicare and many other payers are covering Telemedicine. However, it is not clear at this time how every individual insurance company will handle Telemedicine services. If your plan has copayments for specialist visits, the copayment will apply.
- 4) We ask that you check your own vision at home prior to the Telemedicine appointment. There are links below and on our website to eye charts with instructions that you can print and use at home. You may also use an app such as "eyeCuity" to check your vision with a smartphone or tablet.
- 5) Get a helper! A Telemedicine visit can be much more productive if you have another person to assist you. This person can help record your visual acuity before the visit, and hold additional lighting as needed to give the doctor the best possible view of your eyes during the video exam.
- 6) Our office will give you an appointment time for your Telemedicine visit. Please ensure you are available with good phone or internet connection at that time. Our staff will contact you at the appointed time to begin the visit.

We appreciate your willingness to adapt in these changing times so that we can continue to take the best possible care of your vision.

Eye Charts

<https://www.aao.org/eye-health/tips-prevention/home-eye-test-children-adults>

<https://www.aao.org/Assets/e2ee3094-abfa-4b4b-b4e2-f56ac4c5c932/637205688825830000/snellen-chart-for-adults-10-feet-1-pdf?inline=1>