



ADVANCING EYE CARE **INTEGRATED EYECARE TELEHEALTH**

Our primary aim is to be available to our patients if they have an urgent or emergency medical eye situation during this period of national crisis.

During the national emergency due to the coronavirus one of our doctors will be on-call and initially available via phone or text (541 382-5701) to help you determine if your sudden eye condition can be handled through our virtual care services or needs to be addressed with a visit to our office.

Our doctors will not be in the office but they each have direct access to your eye care records through our cloud based office software system. This allows us to view your unique eye health history while we conduct a virtual Telehealth visit. We can receive photos via text message so if your medical eye condition can be photographed please text the image to us (541 382-5701).

What are Telehealth and E-visits?

Telehealth encompasses types of visits that would generally take place in person but are taking place using telecommunication technology.

Telemedicine is the delivery of healthcare services through the use of technology when the healthcare provider and patient are not in the same physical location. Electronically transmitted information may be used for diagnosis, management, therapy, follow-up and/or patient education. Importantly, while the 1135 waiver provides flexibility, we still must provide solid documentation.

Things we have to share with you - 1135 waiver, risks and possible fees

The Federal Department of Health and Human Services has invoked a 1135 waiver allowing a fair amount of flexibility in allowing us to communicate directly with you during the national emergency due to the coronavirus.

As with any medical procedure, there are potential risks associated with the use of telemedicine. These risks include, but may not be limited to:

- Information transmitted may not be sufficient (e.g., poor resolution of images) to allow for appropriate medical decision making by the physician and consultant(s)
- The consulting physician(s) are not able to provide medical treatment to the patient through the use of telemedicine equipment nor provide for or arrange for any emergency care that it may require
- Delays in medical evaluation and treatment could occur due to deficiencies or failures of the equipment
- Security protocols could fail, causing a breach of privacy of personal medical information
- A lack of access to complete medical records may result in adverse drug interactions or allergic reactions or other medical judgment errors

Just like medical visits provided in an office setting, your health insurance may cover your telehealth visit. We will do our best to bill your telehealth visit to your medical insurance however you will be responsible for any charges not covered by your health plan. Please note that co-pays often apply when telehealth visits are billed to insurance.