

Dear Patients,

Your safety and well-being are most important to me and my staff.

During this time of COVID-19, we want to ensure our patients continue to receive the best vision care possible without interruption.

To meet this need, we are able to offer Televisits, which can be done through your computer or smartphone. Our staff has worked hard to make this as easy as possible for you.

Please call our office at 240-575-9580 if you have any questions.

We are committed to providing you with exceptional eye care during this challenging time, and hope that you and your family stay safe and healthy.

Warm Regards,

Dr. Thadani and the Staff at MD Vision Center

### **Frequently Asked Questions (FAQs)**

#### **Question: Do I need to have my eyes examined now or may I reschedule?**

**Answer:** Why you may reschedule, it is sometimes difficult to know if your vision is changing, we recommend using this covered benefit to make sure your eyes stay healthy until you can return for a regular visit in the office.

#### **Question: How will you conduct an examination for my eyes from my home?**

**Answer:** Your vision will be assessed in each eye using a printable acuity chart (instructions will be included). We will use a direct video conference on your computer or smartphone with the doctor using a video chatting application - this will allow a visual inspection of the eyes, address any concerns you may have with your eye sight or eye symptoms, formulate a treatment plan, prescribe medications and set up a time for follow up.

#### **Question: Will I be charged for this visit?**

**Answer:** Medicare and private insurance companies made the announcement this week that during the pandemic they are waiving copays at this time for Tele Visits which will be covered as a normal visit through your insurance.

#### **Question: I don't know how to use a computer or my smartphone, how can I do this?**

**Answer:** Our staff will call and guide you through the process of setting this up - keep in mind that if you do not have access to a computer or smartphone you may use a family member's phone or computer.

#### **Question: What do I do if I have no access to a smartphone or computer?**

**Answer:** If you or your family are unable to use a computer or smartphone for a videoconference, we can set up a standard telephone consultation for your visit.

#### **Question: What if I have a problem that needs in office testing?**

**Answer:** While we would like to be able to maintain testing for all of our patients, during the pandemic we will reschedule all routine testing until a future date.

#### **Question: What if my situation is more urgent or the doctor decides based on my telemedicine visit that an in-office evaluation is needed?**

**Answer:** The doctor may determine you have a more serious problem on the Tele-Visit or phone call that requires an urgent evaluation in the office. If this is necessary we will schedule you for a private in

office evaluation using techniques to maintain social distancing during the phases of the examination with the doctor.