

# Freehold Ophthalmology Telemedicine Patient Instructions

We look forward to being able to continue to serve our patients during this COVID-19 crisis.

Below are some helpful instructions to complete prior to your telemedicine appointment.

- Your doctor will be able to examine you using an app on your smartphone OR through a website on your phone, iPad or desktop computer.
- To use your phone or iPad you will need to provide us contact info for ONE of the following apps:
  - FaceTime (iPhone users)
  - GoogleDuo (downloadable app on all camera phones)
  - Skype
- The following program requires no app and can be used on a desktop computer, or a browser on a phone or iPad. **You will need to use Chrome, Firefox or Safari.** Simply enter your doctor's doxy.me address into the browser:
  - Dr. Eric Gershenbaum → <https://doxy.me/DrGershenbaum>
  - Dr. Mark Heimmel → <https://doxy.me/DrHeimmel>
  - Dr. Revathi Naadimuthu → <https://doxy.me/DrNaadi>
  - Dr. Seema Patel → <https://doxy.me/SRP>
  - At your appointment time, you will load the page, enter your name, and click Check In
- If you are experiencing decreased vision, please download the following app to test vision.
  - iPhone: Eyecuity
  - Android/Samsung: Eye test by Designveloper
- Before any office visit it is a good idea to have a list of changes to your vision, any new eye problems, new medications, changes to your medical history, and any questions you may have.
- You will be given a 1-2 hour window for your visit. The doctor's technician will first call you during that window to make sure you are set up, review your medical and eye history, and then you will be contacted by the doctor.
- Please know that if your doctor deems it necessary to be seen in office, we have availability for that. Telemedicine is done first, as recommended by the CDC and American Academy of Ophthalmology to keep everyone healthy and safe during this COVID-19 crisis.

## FAQS:

### **Will the doctor be able to complete my exam?**

Our doctors have received training in telemedicine and are able to address many ocular health situations via telemedicine.

### **I'm not good with technology, will my doctor be able to see me?**

Our staff will do their best to help get you set up, and it is no problem for you to involve a family member to help as well. We definitely prefer video so we can see your eyes, but if we are unable to get a video set up, you can still have a phone call with your doctor. And, if necessary, we can see you in office.

### **I'm nervous, what can I expect?**

Once the technology is set up, it should feel very similar to a regular visit and one-on-one conversation with your doctor. Preparing any questions or concerns you have about your eyes is a good way to feel comfortable during your conversation.