

DigitalOptometrics™ Frequently Asked Questions

Patient FAQs

What is the business of DigitalOptometrics? DigitalOptometrics is a technology company that has developed new optical software which permits Patients at an optical exam location to receive a “comprehensive eye examination” performed by a licensed and skilled optometrist from a location remote from the optical exam site and includes the use of a live remote video conference between Doctor and Patient. The system is sometimes referred to as Tele-Health or Tele-Optometry.



Why is a remotely performed eye examination advantageous to the Patient? Now Patients no longer will be required to make an appointment for an eye exam that matches both their convenience with the presence of an eye doctor at the exam site. Doctors will be available all days and hours that the optical exam site is open for business permitting the patient to walk-in whenever convenient for a comprehensive eye exam.

What is the difference between a “comprehensive eye examination” and an eye examination limited solely to a “refraction”? A comprehensive eye exam addresses ten (10) subject areas including a vision analysis, the gathering of ocular and medical information from the Patient and the performance of optical tests recommended by the American Optometric Association. The exam results in, among other things, a subjective visual finding to determine an accurate prescription for the correction of your vision and information on the current condition of the health of your eye. An eye exam limited to a “refraction” results solely in a finding for the correction of your vision.

What will I experience during the comprehensive eye exam? The exam will begin with your participation in a “DigitalOptometrics Tablet Kiosk-Patient Experience” – an education tool to enter your patient information and medical history. This will be followed by visual prescreening performed by a skilled ophthalmic technician which includes an autorefractometer of your eyes, determination of your current eyeglass prescription, photos of the front and back of your eyes along with a screening test for glaucoma. A remotely based ophthalmic technician will then perform a subjective refraction with a phoropter while conversing with you by a live remote video conference unit. All the information will then be delivered to a skilled licensed optometrist who will recheck, if necessary, your visual findings, review and discuss the exam findings with you and answer your questions by live video conferencing. Finally, the doctor will deliver an optical prescription to you within minutes.

How much time does it take to perform a comprehensive eye examination? From the time the Patient completes a registration form on a computer tablet to the completion of the comprehensive eye examination the total elapsed time will average less than 30 minutes.

If correction of my vision is necessary how long will I have to wait to receive an optical prescription? Prescriptions will be issued within minutes of the conclusion of the eye exam, allowing for quick and easy purchase of eyewear or contact lenses.

Do I have to make an appointment for a comprehensive eye examination? No. Walk-in Patients will be welcomed.

Will the comprehensive eye examination be more expensive than one performed with a doctor present at the exam site? No. The additional cost of having a doctor available to perform an eye exam at all days and hours is offset by the reduced cost of having the doctor perform exams on Patients located at more than one exam site.

What occurs if the doctor observes a health condition in my eye? The doctor will refer the Patient to an Ophthalmologist for further evaluation should the doctor observe an eye condition that requires further examination and advice.

Will insurance companies provide coverage for eye examinations performed by tele-optometry? Yes. Most companies will cover eye exams performed by tele-optometry because the exam includes protocol for early detection of eye disease and the technology will reduce the cost of comprehensive eye exams.

See other side for Host Retailer FAQs.



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