



# NORTHWEST VISION INSTITUTE, PLLC

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## TELEMEDICINE PROGRAM

**Exciting news:** Northwest Vision now offers secure, private, online TeleMedicine visits. This tool will allow you to access your Northwest Vision doctor and receive care without traveling or being in the clinic! This is ‘social distancing’ at its very best.

**What is it for?** We can use our TeleMedicine technology in multiple ways to serve you: as a screening tool, for follow-up appointments, urgent and semi-urgent conditions, and even for initial evaluations and treatments. TeleMedicine visits will bring significant value to you as a healthcare option; you will receive the same world-class quality of care but it will be from the comfort, safety, and convenience of your own home or office.

### How does it work?

- **Easy:** Simply click a link provided with your appointment confirmation that will lead you to our Virtual Waiting Room. You can use your smartphone or any device with a good internet connection and webcam.
- **Secure:** This service is fully HIPAA compliant. Your medical records remain private.
- **Covered:** Thanks to recent legislation, TeleMedicine visits are covered by Medicare and most insurance companies, and many are even waiving co-pays. Please refer to your insurance company for specifics.
- **Convenient:** Appointments are made through our regular office phone at (425) 450-2020 and conducted in the safety of your own home.

For a taste of the experience, here is a video introduction: <https://doxy.me/patients>.

**On-Call:** Importantly, we remain available for eye emergencies with a doctor on-call 24/7. We continue to be a well-patient clinic, so all office visits, including emergencies, require patients, staff, and doctors to be checked for temperature and health requirements. Any eye conditions including recent international travel or COVID-19 symptoms will be directed to a local Emergency Room better equipped for such combinations. I cover ophthalmology emergencies at Overlake Hospital on rotation with a team of ophthalmologists in our community.

We are thankful for this useful technology and we are eager to expand our reach as doctors to deliver care to people, regardless of their ability to make it into the office. We look forward to partnering with you in your health in this difficult time and into the future.

In health and gratitude,

Michael L. Gilbert, MD, *Medical & Surgical Director*

And our Northwest Vision Optometrist Team: Dr Chippi, Dr. Kitamura, Dr. Michalko, and Dr. Wickenburg