

FAQ

REMOTE REFRACTIONIST CALL CENTER



1. What is the Remote Refractionist Center and how does it work?

The Remote Refractionist Center provides subjective manifest refraction services via a face-to-face, fully interactive remote connection. Our highly skilled refractionists can use the Topcon CV-5000S automated phoropter and acuity testing suite to perform an accurate subjective manifest refraction on patients anywhere in the country. There is a complete real time face-to-face audio and video connection between the refractionist and patient, allowing the typical and necessary communication to yield a correct prescription.

2. What are some benefits of the Remote Refractionist service?

Our remote refractionist services can improve efficiency in your practice by allowing patients to be refracted while you are examining and counseling other patients, increasing workflow and patient capacity, while maintaining top quality care. Additionally, this service can reduce staffing challenges, alleviating the difficulties of recruiting and training staff with refraction skills. Also, remote refractionists can reduce wait times and allow more quality face-to-face counseling time, which improves patient satisfaction.

3. What are the credentials of the Remote Refractionists?

Our refractionists have significant clinical training, having spent a minimum of several years working in traditional optometric and ophthalmic clinics refracting patients in the typical way, with close oversight and feedback from an OD or MD. Many of our refractionists have the COA designation.

4. What is included in the service the Remote Refractionists will provide?

Our refractionists do all of the typical steps in a subjective refraction, including communication with patients to yield the most appropriate and correct prescription. The prescription will be made ready for the doctor to review and sign. This service is designed to remove the duties of subjective manifest refraction from the doctor.

5. What will my patient experience as part of the refraction completed by the Remote Refractionist?

Your patient will be greeted and checked in by your usual front desk staff. They will be shown into the remote exam room by one of your staff members and seated in front of the automated phoropter. The remote refractionist will be connected to the exam room and will appear on TV monitor. The entire refraction will be completed remotely. After the patient is satisfied and the best prescription is determined, the prescription is available for the doctor to review and sign.

6. How can I access a Remote Refractionist?

If RDx is configured for you to use a Remote Refractionist, the 'Request Remote Refraction' option is displayed under Available Actions in the Request Remote Exam dialog box in RDx. From there, the user can select the available Remote Refractionist and an exam lane.

7. When are Remote Refractionists available (hours/days)?

Remote refractionists are available during normal business hours. It is our goal and commitment to provide this service at any time there is a clinical need.

8. Which states do Remote Refractionist Specialists cover?

We currently have coverage for all U.S. states.

9. How will I pay for the service?

Payment is on a per-exam basis. Minimums may apply.

10. Is the service provided in accordance with HIPAA policies and procedures?

Yes. Our system is fully compliant with HIPAA.