Getting Started With Ocular Telehealth

How to Integrate the RDx® Platform

Into Your Practice

TOPCON Healthcare

SEEING EYE HEALTH DIFFERENTLY

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Introduction to Ocular Telehealth

The way of practicing eye care is evolving to meet the changing needs of today's patients.

Patients often struggle to receive an eye exam in a convenient and timely way or reside in an area that is underserved by eye care providers. As a result, poor vision and eye conditions often go undiagnosed or untreated.

Give patients access to comprehensive eye exams and care through convenient and fully connected ocular telehealth channels. With innovative telehealth technology and integrated remote video conferences you can expand your reach of care beyond a physical location and deliver quality eye exams from virtually anywhere.

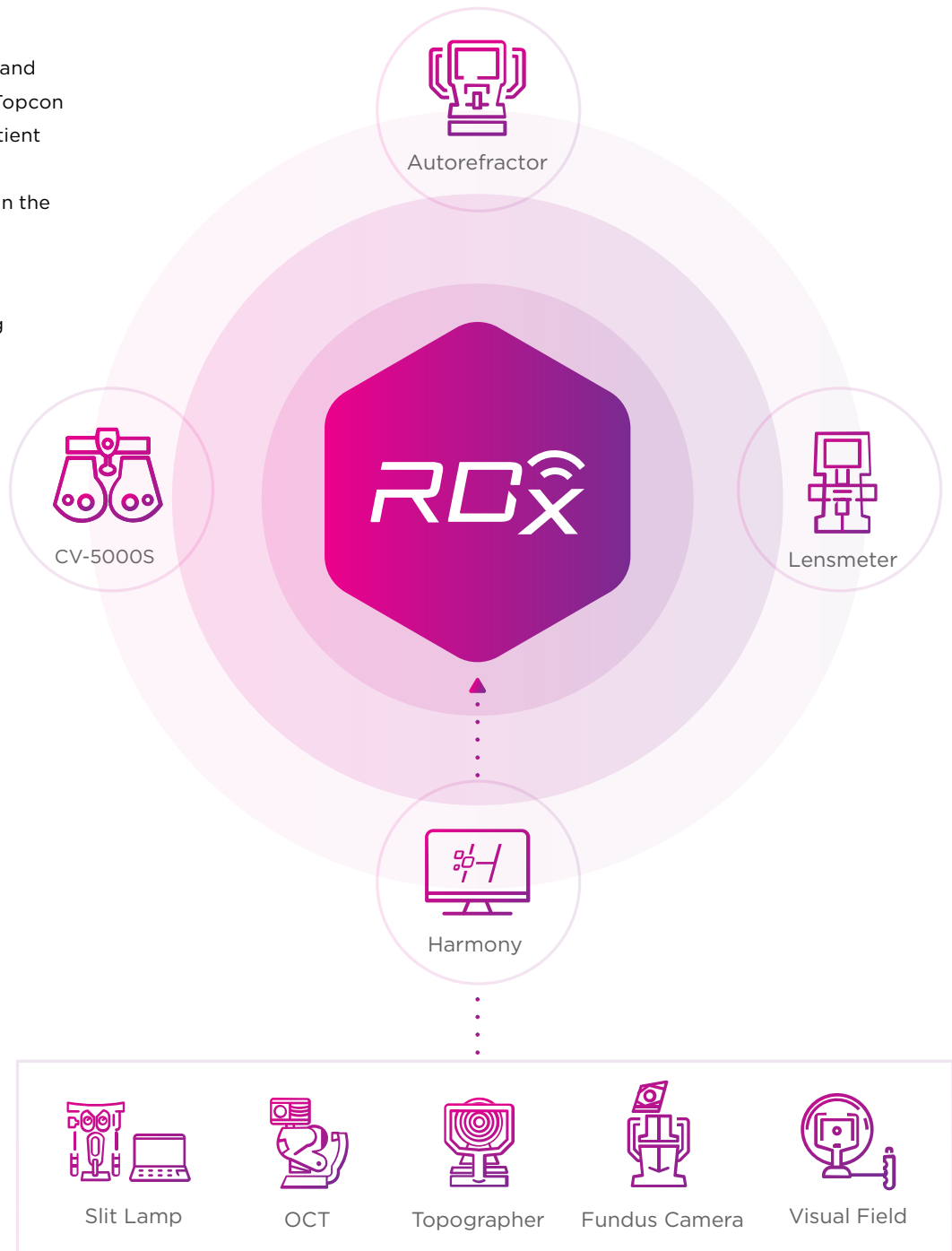The RDx® ocular telehealth platform not only helps improve wellness and well-being by increasing access and patient convenience, it also enhances practice efficiency and work flexibility to provide more freedom for you.

This reference document is designed to provide you with some basic recommendations on how to set up RDx within your practice and tips for guiding your patients through their telehealth visit and experience.

The RDx® Ocular Telehealth Solution

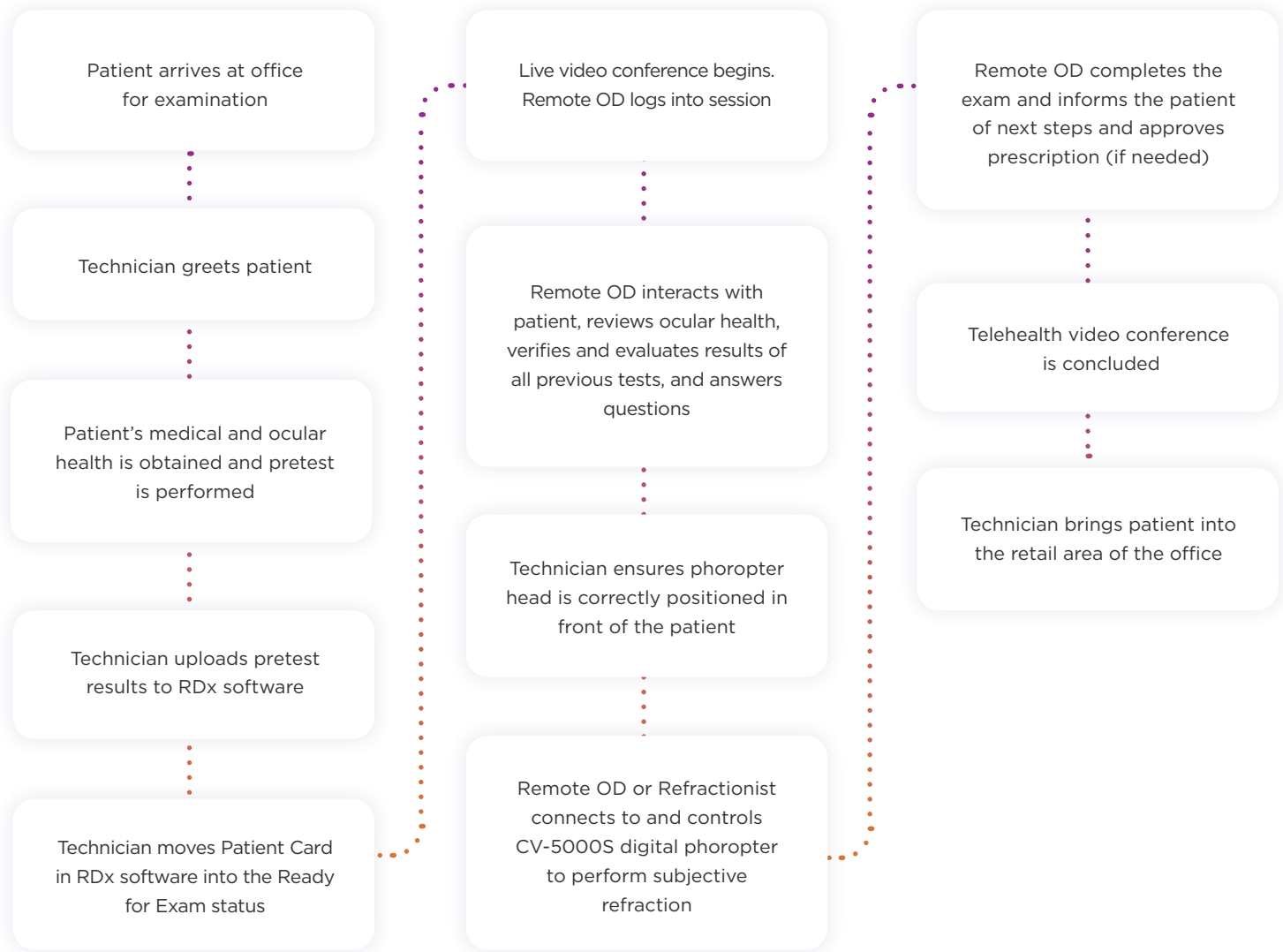Using your existing workflow and the devices in your practice, Topcon RDx allows you to provide patient focused remote eye exams. A growing list of instruments join the RDx-ready list continuously.

Access Harmony from RDx for viewing your patients' imaging and clinical data to support clinical decision making.

Autorefractor

CV-5000S

RDx

Lensmeter

Harmony

Slit Lamp

OCT

Topographer

Fundus Camera

Visual Field

Sample Patient Telehealth Exam Journey

WITH TECHNICIAN AND REMOTE OD

Patient arrives at office for examination

Technician greets patient

Patient's medical and ocular health is obtained and pretest is performed

Technician uploads pretest results to RDx software

Technician moves Patient Card in RDx software into the Ready for Exam status

Live video conference begins. Remote OD logs into session

Remote OD interacts with patient, reviews ocular health, verifies and evaluates results of all previous tests, and answers questions

Technician ensures phoropter head is correctly positioned in front of the patient

Remote OD or Refractionist connects to and controls CV-5000S digital phoropter to perform subjective refraction

Remote OD completes the exam and informs the patient of next steps and approves prescription (if needed)

Telehealth video conference is concluded

Technician brings patient into the retail area of the office
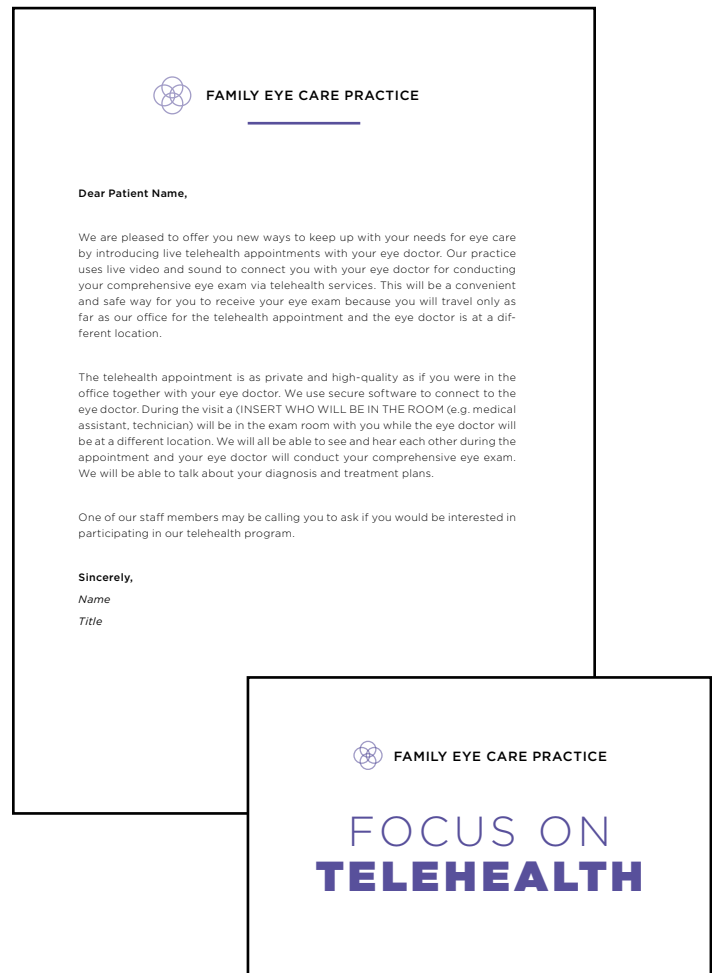
Practice Marketing Resources

TEMPLATES AVAILABLE FROM TOPCON

Topcon has developed templates you can utilize for your patient communications about telehealth services. Our sample letterhead is available for download here:

FAMILY EYE CARE PRACTICE

Dear Patient Name,

We are pleased to offer you new ways to keep up with your needs for eye care by introducing live telehealth appointments with your eye doctor. Our practice uses live video and sound to connect you with your eye doctor for conducting your comprehensive eye exam via telehealth services. This will be a convenient and safe way for you to receive your eye exam because you will travel only as far as our office for the telehealth appointment and the eye doctor is at a different location.

The telehealth appointment is as private and high-quality as if you were in the office together with your eye doctor. We use secure software to connect to the eye doctor. During the visit a (INSERT WHO WILL BE IN THE ROOM (e.g. medical assistant, technician) will be in the exam room with you while the eye doctor will be at a different location. We will all be able to see and hear each other during the appointment and your eye doctor will conduct your comprehensive eye exam. We will be able to talk about your diagnosis and treatment plans.

One of our staff members may be calling you to ask if you would be interested in participating in our telehealth program.

Sincerely,
Name
Title

FAMILY EYE CARE PRACTICE

FOCUS ON
TELEHEALTH

Sample Telehealth Exam Scripting

FOR TECHNICIANS

1. **Introduce yourself to patient/family/caregiver.**

   *"Hello, my name is _____.
   I will be conducting your pre-tests and assisting
   with your telehealth exam today. Please ask me
   any questions you may have, at any time."*

2. **Briefly explain the telehealth experience.**

   "*We have exciting new technology in our practice
   that allows (Doctor Name) to conduct your eye
   exam virtually – through video conference. Once
   we have completed your pre-tests, (Doctor Name)
   will be speaking with you and performing your eye
   exam through video conference. You will receive
   the same quality of care as you would from an
   in-person visit, and I will be in the exam room the
   entire time to assist (Doctor Name)."*

3. **Be prepared to explain why telehealth is being used.**

   *"Our practice is using a new telehealth platform to
   enable (Doctor Name) to see patients in multiple
   offices without traveling between the different
   locations."*

   • *"Our practice is using a new telehealth platform
     to minimize the number of people in the office
     at one time."*

   • *"Our practice is using a new telehealth platform
     to add more doctor hours at this office to allow
     you to choose from more available exam times."*

4. **Identify the patient.**

   "Please state your name and date of birth."

5. **When pretests are completed, walk patient into exam room to explain the telehealth equipment.**

   *"This is our exam room with our telehealth
   equipment. Once I make the connection, you
   will be able to see (Doctor Name) and (Doctor
   Name) will be able to see and communicate with
   you as if you were in the same room."*

6. **Clarify with the patient.**

   *"Do you have any other questions? Would you like
   for me to review anything further?"*

   TIP: Remember your patient may be nervous .
   Take your time to address the patient's questions
   and concerns and be prepared to respectfully
   customize your explanations. Focus on the
   benefits for the patient of the telehealth consult
   with the doctor.

7. **Connect the patient with the doctor.**

   *"I will now call and connect to (Doctor Name) who
   will perform your eye exam today."*

Sample Telehealth Exam Scripting

FOR REMOTE OD

1. **Introduce yourself to patient/family/caregiver.**

   *"Hello, my name is _____.
   I will be conducting your eye exam today. Please
   ask me any questions you may have, at any time."*

   TIP: Smile. Look directly into your webcam and
   speak with confidence. Use reassuring verbal and
   non-verbal cues. Address the patient by name.

2. **Review the pre-test and ocular health data
   together with your patient.**

   Explain the pre-test findings to your patient
   and review their ocular health information. You
   can share your screen and show your patient
   any data or images during this process.

3. **After your technician ensures the phoropter
   head is correctly positioned, connect to and
   control the CV-5000S digital phoropter.**

   *"Let's start with your vision examination and
   determine your prescription. I will be able to
   remotely control the test device and change
   the lenses your are looking through based on
   your answers. Please ask me any questions
   you may have, at any time."*

4. **Complete the exam.**

   Inform your patient of next steps and explain
   the results of the examination. *"Do you have
   any other questions? Would you like me to
   review anything in further detail?"*

Training and Practice Resources

Topcon is committed to your success with the RDx® ocular telehealth platform. We have developed several training tools to ensure all users understand how to operate the software.

Topcon Healthcare University

Topcon Healthcare University is a virtual platform designed to meet the education needs of those involved in eye health.

The RDx training course on Topcon Healthcare University provides a general overview of the features and use of the RDx platform.

Course learning objectives:

- Understand the features and workflow of RDx.
- Navigate through the RDx platform based on your user role.
- Perform a remote refraction if you are a Remote Clinician or Remote Refractionist.

To access the RDx training course, begin by registering for an account on Topcon Healthcare University. Visit **learning.topcon.com** and complete the registration form. You will receive a password within 30 minutes that will enable you to log on to the site and search the course catalog. Select the "Using RDx" course.

RDx Quick Guides

We have created two quick guides to help users quickly understand the functionality of RDx. The guides are linked below and are available for download.

- RDx Exam Flow Quick Reference Guide explains how to navigate patient through the exam sequence including screen shots and easy-to-follow instructions.

⤓   **Download the RDx Exam Flow Quick Guide**

- RDx CV-5000S Control Quick Reference Guide describes each icon and control button on the RDx screen that is used to perform a remote refraction with the CV-5000S digital phoropter.

⤓   **Download the RDx CV-5000S Control Quick Guide**

RDx Site Survey

We have created a useful checklist to verify your practice is best equipped to operate the RDx telehealth system.

⤓   **Download the RDx Site Survey**

TOPCON Healthcare University

Adding Users to RDx®

1. **Adding a User.**
   When adding a user to RDx, relevant information is entered into one or more area (tabs) based on the role of the user's profile. The three tabs are:

   - Basic Information
   - Credentials
   - Store Assignment

2. **To Add a User to RDx.**
   Login as Admin to add a new user. Select 'Add User' from the upper-right portion of the Users window. The Basic Information tab is displayed.

3. **Enter the appropriate user information.**
   Required fields are designated by an asterisk(*) and will display in Red when selected.

4. **Click on the Credentials tab if presented.**
   NOTE: The Credentials tab is only presented for the Pretest Technician, Remote Physician and Remote Refractionist.

5. **Complete the required fields**

6. **Click the '+' icon to add more licenses.**
   The License dialog box will display

7. **Enter the license information.**
   Click *Save* when Finished.

8. **If additional licenses are to be added, click Yes, otherwise click Done.**
   For additional licenses, add the required information and click *Save*.

9. **Select checkbox associated with the E-signature.**
   Click *Save* when finished.

10. **Click on the Store Assignment tab.**
    Select one or more stores to associate with this user by clicking on the checkbox associated with the store.

    NOTE: Most user profiles require assignment to one or more store locations in order to save the profile information. Also, user profiles with associated licenses can only select store locations for the states in which they are licensed to practice.

11. **Select one store to be used as the default.**
    Click *Save*.

12. **Click Close once the message that the user was created successfully is displayed.**
    Once the profile is created, an email is sent to the user so that the password associated with the account can be set up.

Required Technology

Topcon CV-5000S Digital Refraction System

- CV-5000S Digital Phoropter
- VisiChart®: Type H1, E(M), E

- PC-50S: Type H1, E(M), E
- MC-4S 3D Mirror Chart: Type H1, E(M), E

PC + A/V Equipment Requirements

- One PC per exam room connected to the same LAN as the CV-5000S digital phoropter
- One PC per remote OD

- Monitor display, such as a HP 24" monitor for the remote OD and a TV display for the exam room

For viewing OCT images and upload speed, we recommend a 50 Mbps bandwidth. Without OCT images, we recommend 10 Mbps bandwidth for download and the minimum required bandwidth of 3 Mbps for uploads.

Minimum Specifications

Processor	7th Gen i3 Dual Core or 4th Gen i5 Quad Core (or equivalent)
RAM	8GB
Hard Drive	Minimum 3GB free space
Display	Full HD (1920 x 1080) resolution
Browser	Chrome latest stable version
OS	Windows 10 (64-bit) or macOS 10.15 Catalina

Peripheral Equipment Options Available from Topcon

A. Headset High-quality headset with noise-cancelling microphone and audio controls

B. Webcam The following web cameras have been tested to work seamlessly with Topcon RDx:

1. Logitech HD Pro Webcam C920
2. Logitech HD Webcam C615
3. Logitech C922x Pro Stream Webcam

C. Desk light High-quality desk lamp for the remote OD workstation to support a better video session experience

D. Backdrop Backdrop wall or appropriate background image for remote OD to provide better patient experience

E. Cables & Accessories As required based on the room layout, HDMI cables and USB cords for optimal connection to monitor display and webcam

RDx®
Customer
Support

Need technical support?
Our dedicated team of
professionals is available for
you by phone or email:

Phone
+1 866.922.6278

Mon – Fri
8:00am – 8:00pm EST

Email
RDxSupport@topcon.com

TOPCON Healthcare

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