



330-394-2020

Douglas Family Eyecare is excited to announce the offering of telehealth visits to provide for after-hours emergency care! Telehealth allows you to connect with the doctor through a secure video or phone consultation, making it easier to manage your eye health condition and receive expert advice without needing to visit the office in person.

Once you call our office, you will be directed to a voicemail where you can leave your full name, phone number, date of birth, and a detailed description of the problem that you are having with your eyes. One of the doctors will communicate with you at that time about the next course of action. If the problem cannot be handled through telehealth, the doctor will then meet you at the office for further evaluation and a regular in-office visit.

Medical insurance will be billed for the telehealth visit. If telehealth is not covered by your insurance, you will be billed \$75 for the communication and plan with the doctor. Any scheduled in-office follow-up visits will be billed separately.

If a patient contacts the doctors on their personal phones, emails, or social media, they will be asked to call the office, and a message will be left for the doctor to call when available during business hours or to leave a message on the emergency line after hours. This helps to protect your privacy as a patient and the doctors' personal time. Telehealth fees will apply to these calls as well.

If you have any questions, please contact the office at 330-394-2020.

Thank you,

The Doctors & Staff at Douglas Family Eyecare