



## vista eye centre

### **Telephone Visits at Vista Eye Centre**

#### **Patient Information about Telephone visits:**

COVID-19 is placing stress on Canada's public health system. Our clinic has started to offer telephone visits to make sure that we can continue to care for our patients safely and effectively. This means that we will be using telephone communication for some patient visits rather than asking all patients to come into our office.

After reviewing your healthcare needs, your ophthalmologist will determine if a visit can be done over the phone. This way we can help you stay home so you don't have to come to the hospital or the clinic.

Your phone visit will not include a visual or physical exam so will help you stay safe by avoiding any physical contact and risk of disease spread.

However, you should also understand that telephone visits are not a substitute for in-person communication or clinical examinations, where appropriate, or for attending the Emergency Department when needed (including for any urgent care that may be required).

In order to maintain privacy, please be aware of your location and surroundings when speaking over the telephone.

At the beginning of the telephone visit, your ophthalmologist will ask if you are comfortable continuing with the telephone visit and will confirm with you that no one other than who you want is able to hear the conversation over the telephone.

Your ophthalmologist will let you know at the end of the telephone visit if a subsequent in-person visit and full eye examination is required in order to address your eye-care needs.

You may request a telephone visit by calling the office at 416-760-8763 or by email at [info@vistaeyecentretoronto.com](mailto:info@vistaeyecentretoronto.com)