

Dear Patient,

As people practice social distancing and businesses that do not provide emergency services begin to close in response to the COVID-19 public health emergency, we want you to know that your health is still a priority for us. While we are limiting our office visits to urgent visits only, we are implementing a telehealth program so that we may continue to serve our patients during this difficult time.

If you have a non-critical appointment currently scheduled, you will be receiving a call from our staff to either postpone your appointment until it is safe to come to the office or to change your visit to a telehealth visit. Many of the services that we provide can be performed through live audio-visual communication, such as Doxy.me. Some visits can even be performed by a telephone call or email.

If you have healthcare needs in the coming weeks, including routine follow-up appointments, please reach out to our office to schedule an appointment. We will first screen to see if the visit can be completed remotely. If possible, we will set up an appointment for you to video chat with your provider. For visits that cannot be completed remotely additional screening will be done to determine if you need to be still seen in the office. We have been diligently working to implement measures to maintain social distancing and keep everyone safe during this time.

Please note that telehealth billing information is collected in the same manner as a regular office visit. Your financial responsibility will be determined individually and governed by your insurance carrier(s).

If you have a telehealth appointment scheduled please see “Getting Started For Patients”, or contact our office for help.

Important Contact Information;

Office phone number: 907-561-1917

Office website: alaskachildreneye.com

Office email: info@alaskachildreneye.com

Best Regards,

Alaska Children’s Eye and Strabismus