



FROMER Eye Centers

June 9, 2020



Dear Patients,

We are excited about a new check in process we are implementing in the upcoming weeks. We are introducing a mobile solution by Clearwave that will allow you the freedom of **filling out your paperwork BEFORE your scheduled appointment**. This will further enhance your experience at our office and reduce some of the redundancy that makes healthcare so frustrating at times.

We will be sending out email and text messages allowing you to confirm your appointment and then start your Mobile Pre-Check™. **Please make sure you provide our office with your updated phone number and email address when we call to confirm your appointment.** The mobile check in will allow you to update demographics, add photos of your photo ID and insurance cards, or even your prescriptions! This will save you time once you arrive at the office.

Most importantly, this process will mean that you will not need to handle a clipboard and you can wait in our **“virtual waiting room.”** You will notify us when you arrive at the office and then wait in your car/outside of our office to **maintain social distancing**. We will text you when it is your turn to be seen for your appointment!

Upon subsequent visits, if you create an account, your check-ins can be even faster because Clearwave will save your information for future visits. You will simply be able to verify if your information is correct and/or whether you would like to make any changes. Gone is all the redundant paperwork on the clipboard.

We know that change is sometimes difficult, but this is one instance where the change will allow for greater patient experience and satisfaction and at the same time allow us to run the office more smoothly. We always strive for innovation and trust that you will be happy too.

If you have any questions or concerns, please call or email us at info@fromereye.com.

We look forward to your next visit.

Sincerely,

Mark Fromer, MD
CEO, Fromer Eye Centers and Eye Surgery Centers of New York

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