Bascom Palmer Launched Rapid Virtual Eye Care

Using a teleophthalmology platform, Bascom Palmer clinical providers can evaluate and diagnose patients seeking treatment for common eye conditions via virtual eye care appointments.

Bascom Palmer Eye Institute is expanding its clinical excellence, creating a new rapid virtual eye care program that establishes best practices for clinical care in this setting. This new program allows patients to connect with clinical providers using a laptop, smartphone, or tablet to conduct a virtual consultation regarding their eye and vision problems. The expansion of telemedicine during the COVID-19 pandemic has demonstrated that virtual eye care is possible and offers a convenient, efficient, and safe alternative to in-person care for appropriate conditions.

“What we’ve learned through this very challenging past year is that we are well-equipped to offer the same excellent eye care virtually as we do in the office,” said Eduardo C. Alfonso, M.D., director of Bascom Palmer. “This will make it easier for patients to receive care from the convenience of their own home. We remain as committed as ever to achieving positive outcomes for our patients, and we are proud to have multiple avenues for accomplishing that. We’re excited to be at the forefront of this transformative health care service.”

Bascom Palmer clinical providers connect with patients using a direct-to-consumer teleophthalmology platform. Patients can self-schedule on the Bascom Palmer website, www.bascompalmer.org, or call 305-326-6000 to arrange a rapid virtual eye care consultation. Bascom Palmer providers will evaluate, diagnose, and may recommend treatment or prescribe medication. Patients may be referred for further
testing, or an in-person scheduled evaluation, as needed.

The Rapid Virtual Eye Care Clinic is suitable for those experiencing common eye conditions including but not limited to:

- Change in vision.
- Eye pain or discomfort.
- Red or pink eyes.
- Itchy eyes.
- Teary or watery eyes.
- Discharge from eyes.
- Dry eyes.
- Styes.
- Eyelid swelling or tenderness.
- Flashes or floaters.

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