

Route Urgent Eye Care and Routine Exams to the Right Provider, Every Time

Catch sight-threatening symptoms the moment a patient describes them, explain appointment types at the point of booking, and keep your schedule full with the right exam in the right slot.

How Your Vision Care Calls Get Routed

Most patients don't know what kind of eye exam they need or what their plan covers. **CareDesk captures symptoms, prior exam dates, and insurance upfront**, separates urgent cases from routine requests, and explains visit type and cost before booking, so your patients arrive prepared instead of confused.



WORKFLOW 01

Flashes or Sudden Vision Change

When your patient describes sudden flashes or vision changes, the language is flagged automatically and the call moves to a same-day evaluation path, with symptom descriptions and relevant history already captured when your staff get involved.



WORKFLOW 02

Diabetic Eye Screening Request

A diabetic patient asking for "an eye exam" needs a dilated medical exam, not a standard glasses check. That distinction is caught automatically: last exam date is confirmed, insurance eligibility is checked, and the right appointment is booked with the right provider.



WORKFLOW 03

"New Glasses" Request

Your patient's last refraction and plan coverage are verified automatically, then the call is routed to the right optometrist with the correct visit length already set, and your patient gets a plain-English explanation of what's included and what it will cost before they show up.

What Your Peers Are Seeing



A patient called saying 'I need an eye exam because I'm seeing flashes of light.' Elevate Copilot immediately flagged 'Acute photopsia, possible retinal detachment risk: requires urgent ophthalmologist evaluation. Dr. Patel has an emergency slot at 2 PM today.' That distinction saves vision.

COMPLETE EYE CARE ASSOCIATES



CareDesk finally explains appointment types in language patients understand. When someone books online for 'new glasses,' Elevate Copilot adds context: last refraction date, what's included, insurance coverage, and appointment length. No more confused patients arriving unprepared.

METROPOLITAN VISION CENTER

3

Vision flows routed end-to-end

100%

Insurance & exam type explained before booking

0

Urgent symptoms missed on routine calls

Source: Customer data on file, Keona Health.

Map My Top 3 Vision Care Call Types

We'll map your top three call reasons and show how appointment routing, patient education, and urgency triage work in your environment.

TALK TO US

www.keonahealth.com

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