

"FocalPoint is one of the World's first Digital Clinics for Connected Care"

Contact Info

The FocalPoint at Crosstown Concourse
1350 Concourse Avenue
Ste. 264
Memphis, TN 38104




"FocalPoint's Connected Care Program allows patients to see their doctor in the clinic and continue to do follow-ups on their phones or tablets from the convenience of their home or work."





**Your doctor uses telemedicine!
Here's how it works:**


FocalPoint uses EyecareLive™ Mobile Apps to provide patients the convenience of checking in digitally when they arrive at the FocalPoint clinic. Patients can sign all the forms digitally without the hassle of paper work and continue to communicate with the doctors on EyecareLive iPhone and Android Apps.


How does this work?


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Patients when they arrive are provided an iPad to check-in.
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Patients provide basic information to signup or login to the E-Checkin App
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App navigates you to update any information that may have changed from your previous visit
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Digitally fill out and sign the forms as suggested by the front desk
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Now download EyecareLive App for iPhone or Android and login with your email address
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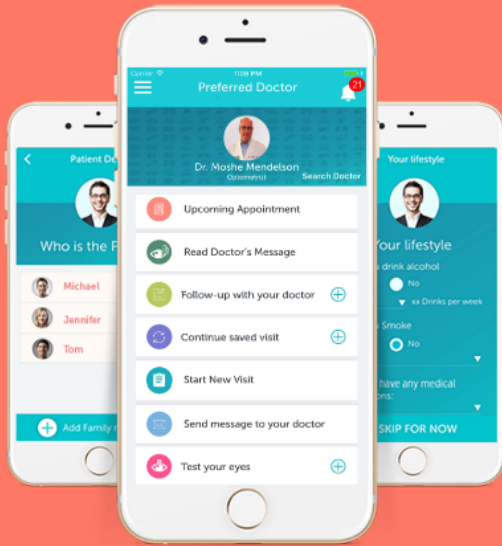
On EyecareLive app you can send messages to FocalPoint staff or doctors and stay in touch for any follow-ups



Download EyecareLive App To See Your Doctor

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Your doctor uses telemedicine! Here's how it works:

The doctor uses a secure telemedicine platform to see patients online on a mobile phone or a tablet. The patients download the Eyecarelive app free of charge from the Apple Store or Google Play Store. For certain non-urgent conditions and follow-up appointments, your doctor will suggest scheduling an appointment on the Eyecarelive app or send a follow-up question or updates regarding your condition asynchronously without scheduling an appointment. Your doctor will call you back at your scheduled appointment time and see you on a video call on the Eyecarelive app. Your doctor may also communicate with you via secure messaging on the Eyecarelive app.

How does this work?

Create Profile

Sign up and create a profile. A full profile is required to see the doctor and you must provide information about your medical and family history, insurance and pharmacy needs.

Schedule Appointments

Schedule an appointment by choosing the date and time available on the doctor's calendar. If no open time slots are available, you can choose the option to "Send this info to my doctor". This option alerts the doctor of your request for an appointment.

Symptoms

Select the appropriate symptoms on the app. For potential emergency conditions, the app will suggest that you seek care at an urgent care facility or emergency room. The app will guide you through the telemedicine process if your symptoms can be managed safely on the app.

Video Call

The doctor will call you at your scheduled appointment time. If you sent information to the doctor asynchronously, the doctor may call you when available. When the doctor calls, your phone will ring on the EyeCareLive app. Once you answer the call, you will be on a secure live video call with the doctor.

Visit Type

Select the appropriate visit type on the app such as General Consultation (non-emergency) or Dry Eye and then follow the instructions on the app.

Secure Messaging

You can also use the secure Messaging option to communicate with your doctor asynchronously. For questions or follow-up matters with the doctor please use the "Follow-up" option in the app presented in the "My Consultations" menu in the upper left hand corner of the screen.