



Scheduling an Eyegaze Edge Evaluation in your Home

We at Eyegaze Inc. realize some things can't wait, and one of them is the need to be able to communicate. During these stressful times of home isolation we've developed a procedure to provide pALS with safe way to trial an Eyegaze Edge. *No one will enter your home.* If you are planning to use Medicare or private insurance for funding there are a series of steps you must take to arrange this:

1. You must communicate with a speech-language pathologist (SLP) and coordinate with the SLP to arrange for a remote evaluation. If you have already seen an SLP, contact that person. If you've been seen in the last 6 months it should be pretty straight-forward to have a remote evaluation.
2. Coordinate with the Eyegaze Inc. rep in your area. Your rep is: (insert name) He/she (delete one) can be reached at (insert phone number) or emailed at: (insert email address). The rep will provide you with several documents, including a HIPPA form to review and sign. Please note: you *must* sign the HIPPA form and return it to the rep prior to being scheduled.
3. Designate the person in your house who will be the "hands-on" for the evaluation. They will be directed by the rep re: setting up the Eyegaze Edge and getting the intended user started. That's the person who should communicate with the rep. during all the steps.
4. When steps 1, 2, and 3 have been completed it's time to coordinate a date. *The Eyegaze rep and the hands-on person must be available and present for 2 consecutive days. The SLP must be available on day 2.*

Here's what will happen on day 1:

1. A fully sanitized Eyegaze Edge will be delivered to your home and left outside the front door. You'll get a phone call from your rep notifying you of its arrival time, and they'll verify that you will be there to immediately take the system inside. You will most likely be receiving an over-bed table with a mounting arm already attached, and a box or bag with the Eyegaze Edge tablet, camera, keyboard, and cables in it, along with an instruction sheet showing how to put it all together.

2. Your rep will call you at a pre-arranged time when you and the user will be ready to start the trial. The rep will walk you through setting up TeamViewer so they can see your screen as the user runs the system. The rep may also open Skype or FaceTime with you at the same time.
3. Plan to spend up to 2 hours with the rep on day 1. Assuming everything goes well, the user can continue running the Eyegaze Edge after the session with your rep ends.

Here's what will happen on day 2:

1. At the pre-arranged time your SLP will remote in to observe the user on the Eyegaze Edge. Your rep will be remotored in as well, to help as needed.
2. When everyone is satisfied that the trial has been a success, and the SLP is in agreement, the user can make his preference known to the SLP re: getting an Eyegaze Edge or not.
3. If the user wants to move forward, your rep will send you a funding packet. Please pay close attention to what you must do to complete the process! You must fill out forms with information about your insurance or Medicare so Kim Brown, our funding manager can determine what your coverage will be. At this point Kim will be your contact person at Eyegaze Inc., walking you through the funding process.
4. The amount of time it will take for the user to get their Eyegaze Edge is dependent on how quickly all the necessary information is sent to Kim, and how quickly she can get approval from your insurance company. You'll need a doctor's order for the Eyegaze Edge, along with a face-to-face (remote) meeting between the user and doctor. When the SLP has completed the communication evaluation report a copy will be sent to your doctor for his or her review. How quickly those documents are completed and sent to Kim are not within our control, so please, if you can, stay involved in advocating.