Frequently Asked Questions

Office Staff

What is All Children See?
All Children See (ACS) is a public service program of the Children's Eye Foundation of AAPOS that provides critically needed eye care to underserved children through volunteer pediatric ophthalmologists within the US.

How does All Children See work?
- Candidates fill out an online application at allchildrensee.org to determine if a child is eligible.
- Eligible children are matched to the nearest volunteer by zip code on a rotating basis.
- Volunteers and patients receive email referral letters with contact information.

How do patients qualify to be matched with a volunteer?

Patients must:
- Be a legal citizen/resident of the U.S. and under the age of 18.
- Have either failed an eye screening, be unable to complete a vision screening, or have an eye concern.
- Be uninsured or financially unable to pay a co-pay.

What if the patient needs to see a specialist?
Contact ACS to help facilitate a re-referral to a specialist.

See back for more...
What happens to the ACS patient after one year of care?
Care beyond the one year is not part of ACS. The doctor may refer the patient to a local resource and/or discuss other available options within ACS.

How are other fees such as hospital, surgical, medication and eyeglasses handled?
- All fees beyond the volunteer's control are not a part of ACS: they are either the responsibility of the patient or of their insurance.
- If the patient is underinsured, the program may include or cover the cost of eye patches, travel to and from the volunteer's office, and in some cases eyeglasses, to be determined by CEF funds available on a case-by-case basis. Please email ACS@aapos.org.

Why does ACS ask volunteers and patients to fill out an outcome/survey form?
ACS collects data to report the impact of its program, to show how volunteers are giving back, to improve the program, and to share stories from grateful patients.

What resources are available for patients at allchildrensee.org?
Medical assistance programs, online low-cost eyeglasses, and other medical resources.
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What are the ACS volunteer responsibilities?
- Volunteers agree to provide an eye exam and follow-up care (if needed) for any condition diagnosed during the initial exam for up to one year.
- Eligible patients with insurance will not be billed, resulting in no charge to the eligible patient for the volunteer's services.
- Volunteers complete an ACS online patient outcome form after each patient visit. Patients fill out a survey to share their ACS experience.

How many patients will I see?
- The average number of patients seen per year varies and is typically fewer than 10 patients per year. Some volunteers will see no patients in any given year depending on the area and need.
- If at any time a volunteer feels they are seeing too many patients through the program, email ACS at ACS@aapos.org for assistance.
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What if the practice I work in does not support a physician's volunteering?
If an ophthalmologist is interested in volunteering is employed by a hospital or university medical center where there are barriers to volunteering, AAPOS may be able to help. Please email ACS@aapos.org.

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Checklist for offices with ACS volunteer physicians:

- Patients and volunteer physicians receive referral letters (by email) when a child is eligible and matched to the volunteer physician.

- Your office will receive calls or make calls to schedule ACS appointments.

- All ACS patients are not to be billed. Inform your billing dept. prior to appointments, and write on the paperwork “Do Not bill ACS patient.”

- After appointments, ACS volunteers fill out a brief, online outcome form.

- Questions, see our FAQs: https://tinyurl.com/ACSVOLFAQ or email ACS@aapos.org