Thank you for volunteering to help All Children See
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Dear All Children See (ACS) Volunteer,

Thank you for being an All Children See (ACS) volunteer. Since piloting the program in 2020, we now have nearly 200 volunteer pediatric ophthalmologists willing to donate their time and expertise to care for ACS children in need.

We are pleased to announce our launch of a new promotion to partners in your community. This is to prepare you and your office staff that you may begin to receive calls from ACS patients to schedule appointments. As soon as an eligible patient is matched to you by zip code, you and the patient receive email referral letters.

To prepare your office before seeing ACS patients:

- **Review and share the enclosed FAQ’s.** These frequently asked questions explain in detail how the program works.
- **Remind your office staff you are an ACS volunteer.** Your office staff will be the first to receive calls from patients to schedule their appointments.
- **Leave the enclosed ACS postcard with your office staff.** This is a checklist to help to ensure a process for “no billing ACS patients” is in place prior.
- **Contact ACS:** For additional questions, email ACS@aapos.org

*Note: ACS Patient referrals can vary depending on the area. Some volunteers may receive no patient referrals, whereas others can see up to 15 patients per year. The typical average is 3 to 5 patients per year.*

Here is an example of what people are saying about their ACS experience:

“Without All Children See, my son would not have gotten the treatment he needed to see.”
Sarah S., New Hampshire, ACS parent

“My ACS patient’s vision improved from 20/400 to 20/20 thanks to amblyopia therapy, typically given to most children with this condition. I am beyond grateful that I can pay it forward with my time.”
Christie Morse, MD, ACS volunteer

Thank you for giving your time and expertise to help children through ACS

Sincerely,

Mary Louise Collins, MD
All Children See Committee Chair
Volunteer Responsibilities

- Provide a comprehensive medical eye exam and care to children (18 and under/US citizens or legal residents) at no charge and care for up to one year for any condition diagnosed during the initial eye exam.

- All ACS patients receive care at no charge. Eligible patients with insurance will not be billed, resulting in no charge to the eligible patient for the volunteer’s services.

- If the patient requires care that is beyond the volunteer’s expertise, the volunteer ophthalmologist agrees to either facilitate arranging care at no cost with another sub-specialist or contact the Children’s Eye Foundation for a re-referral to a subspecialist volunteer, who is willing to care for the ACS patient in need of specialists.

- All Children See volunteers may see 2-4 patients a year but will see no more than 15 ACS patients per fiscal year.
  Note: After the one-year follow up period, future care is a NOT part of ACS. The doctor may refer the patient to local resources and/or discuss other available options through ACS.

- Complete the outcome ACS form after the patient visit by completing the form online at allchildrensee.org/outcome.

Other fees: hospital, surgical, medications and eyeglasses:

- Additional services needed for care, that are out of the volunteer’s control, such as: hospital, surgical facility and anesthesiologist fees, and medications are NOT part of the program and are the responsibility of the patients (or their insurance). If the patient is under-insured, encourage the patient to enroll in medical assistance plans, if available, or contact ACS to assist the patient.

- 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 an individual basis.

Patient Resources at allchildrensee.org:

- Medication assistance programs for patients

- List of online low-cost eyeglasses

- A list of other medical resources

Scan the QR code above for FAQ’s or email us at ACS@aapos.org.
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/patient 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.

What are 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 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.

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.
What if the patient needs to see a specialist?

- Contact ACS to help facilitate a re-referral to a specialist.

What happens to the ACS patient after one year of care?

- Care beyond the one year is not a part of ACS. The doctor may refer the patient to a local resource and/or discuss other available options with 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. 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 if the practice I work in does not support a physician’s volunteering?

- If an ophthalmologist 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.

What Resources are available for patients at allchildrensee.org?

- Medication assistance programs, online low-cost eyeglasses, and other medical resources.

ACS Contacts:

ACS@aapos.org

Megan Pfefferle
Executive Director, CEF of AAPOS

Christine Keightley
CEF of AAPOS Program Manager
ACS Volunteer Enrollment Form

Please visit us at allchildrensee.org/doctor to fill out the application online, or scan the above QR code.

I was referred by: __________________________________________

☐ I volunteer to provide a comprehensive, medical eye exam and follow-up treatment (if needed) to eligible children (US legal residents/citizens under age 18) for up to one year for any condition diagnosed during the initial exam—at no cost to ACS patient for my services.

I volunteer to provide care at the following practice location(s):

Name of doctor: __________________________________________

First office location:

Business Name: __________________________________________

Number/Street: __________________________________________

City: __________________________ State: ________________ Zip Code: ________________

Contact Person: __________________________________________

Phone: _______________ Fax: _______________ Office Email: _______________

Languages Spoken: ________________________________________

I am unable to see children under the age of: __________________________

Second Office Location:

Business Name: __________________________________________

Number/Street: __________________________________________

City: __________________________ State: ________________ Zip Code: ________________

Contact Person: __________________________________________

Phone: _______________ Fax: _______________ Office Email: _______________

Languages Spoken: ________________________________________

I am unable to see children under the age of: __________________________
Doctor Name: First __________________________ Last _______________________

Patient Name: First __________________________ Last _______________________

☐ Mark if Follow-up Visit:  ☐ Mark if Patients First Visit:

☐ Patient was seen
☐ Patient did not keep an appointment
☐ Patient did not schedule an appointment
☐ Patient was not seen

Diagnosis (check all that apply):

☐ Amblyopia  ☐ Anisometropia
☐ Blocked Tear Duct  ☐ Chalazion
☐ Refractive Error  ☐ No Disease
☐ Strabismus  ☐ Other:
               Specify: __________

Which Treatment did you recommend (check all that apply):

☐ Surgery  ☐ Glasses
☐ Patching/Atropine  ☐ Observation
☐ Subspecialty Referral  ☐ Other:
               Specify: __________
               Specify: __________
☐ None

Estimate the cost of care you provided for the initial visit:  ☐ Mark if Follow-up Visit:

☐ $0  □ $100  □ $150
☐ $200  □ $250  □ $500
☐ $1,000  □ $2,000

Select any subsequent cost for the initial ACS patient visit:  ☐ Mark if Follow-up Visit:
(e.g. surgeon’s fee, ongoing care for one year within the program):

☐ $0  ☐ $100  □ $150
☐ $200  ☐ $250  □ $500
☐ $1,000  ☐ $2,500  □ $5,000
☐ Eyeglasses  ☐ Eye Patching  ☐ As Needed
Contact Us

Children’s Eye Foundation of AAPOS
1935 County Rd. B2 W, Ste 165
Roseville, MN 55113
ACS@aapos.org
Allchildrensee.org

Megan Pfefferle
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Christine Keightley
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