

## **Frequently Asked Questions**

**Q:** Is General Eye & Low Vision Centre a public organization of Hong Kong under Hospital Authority?

**A:** No. Our Centre is operated by the Hong Kong Society for the Blind and is not affiliated with Hospital Authority.

**Q:** What are the differences between ophthalmology & optometry service at General Eye & Low Vision Centre?

**A:**

Basic Examination Items of Ophthalmology Service	Basic Examination Items of Optometry Service	Other follow-up diagnostic examination items (Addition fee is required)
<ul style="list-style-type: none"> <li>➤ <b>Detailed external and internal eye health examination (Eye dilation may be necessary)</b></li> <li>➤ <b>Eye Pressure and Preliminary vision assessment</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>Refraction Test</b></li> <li>➤ <b>Binocular Test and Color Assessment</b></li> <li>➤ <b>Basic eye health examination (usually by taking retina photos)</b></li> <li>➤ <b>Integrated Eye Examination</b></li> <li>➤ <b>Assistive devices prescription</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>Optical Coherence Tomography</b></li> <li>➤ <b>Visual Field</b></li> <li>➤ <b>Corneal Topography</b></li> <li>➤ <b>Ultrasound Ophthalmic Scanning</b></li> <li>➤ <b>Axial Length Measurement</b></li> <li>➤ <b>Medical Report or Insurance Claim Form</b></li> </ul>

**Q:** How to make an appointment with the Ophthalmologist at Headquarter GELVC?

**A:** (1) Voice Message System: 3723 8272 (can make reservation within 6 months)  
 (2) WhatsApp Text Message System: 5667 5904 (can make reservation within 6 months)  
 (3) Visit Headquarter GELVC in person (can make reservation within 6 months)

**Q:** How to make an appointment with the Optometrist at Headquarter GELVC?

**A:** (1) Voice Message System: 3723 8272 (can make reservation within 1 months)  
 (2) WhatsApp Text Message System: 5667 5904 (can make reservation within 2 months)  
 (3) Visit Headquarter GELVC in person (can make reservation within 6 months with the deposit payment of HK\$50)

Q: How to make an appointment with the Ophthalmologist or Optometrist at Yuen Long GELVC?

A: (1) Hotline: 3955 3393  
(2) WhatsApp Text Message System: 6792 3920  
(3) Visit Yuen Long GELVC in person

Q: Does General Eye & Low Vision Centre provide accident & emergency services?

A: No. All ophthalmologic & optometry services provided by Our Centre must be made by advanced appointment.

Q: Does General Eye & Low Vision Centre provide the parking service to the service user?

A: Our Centre does not provide the parking service to our service user. If you want to use the parking, you may consider renting a nearby public parking space.

Q: Do the Ophthalmologist or Optometrist use the dilating eye drops for patient? Will there be any discomfort?

A: The ophthalmologist or optometrist will decide whether the patient needs to use dilating eye drops for examination based on the patient's condition. After the pupils are dilated, the vision will become blurred when viewing near objects, and slight photophobia may occur, and this usually lasts for 4 to 6 hours (even last for more than 6 hours in some rare cases). It is not recommended to drive immediately after the examination, and try to avoid arranging important work or meetings within 4 to 6 hours after the examination. If the patient is sensitive to strong light, it is recommended to wear sunglasses after the examination.

Q: What is the waiting time for cataract surgery at General Eye & Low Vision Centre?

A: The cataract surgery timeslot in our Centre is arranged by the Ophthalmologist and waiting time is generally for three months or more. Since each Ophthalmologist's schedule is different, it is recommended that you check with your ophthalmologist-in-charge on the examination day for details.

Q: How can I apply medical subsidy for cataract surgery? How long does the application procedure usually take?

A: Medical subsidy for cataract surgery must be applied through our Ophthalmologist, social worker will then carry out means test to review the financial status of the applicant as well as his or her family. The entire

application usually takes about two to three months.

Q: How can I get the most updated information and offers of General Eye & Low Vision Centre?

A: You may stay tuned on our Facebook & Instagram Account! We will release our latest service information and promotion from time to time, and will also share articles on different ophthalmology topics. You can find GELVC's Facebook & Instagram Account by entering the keywords "GELVC" & "HKSBEYE" into the search engine.

Q: How can I prescribe glasses at the General Eye & Low Vision Centre's optical dispensing unit?

A: You can first make an appointment for the optometrist examination service at our Center, then prescribe glasses at our optical dispensing unit with the prescription form issued by our optometrist. The optical dispensing unit also accepts other valid prescription forms issued by other ophthalmologist or optometrist in Hong Kong.