

# KeepSight: Frequently Asked Questions

## ***Why should I participate?***

KeepSight presents a once-in-a-generation opportunity to significantly boost the number of eye examinations for people with diabetes and in doing so, reduce the number of people who lose their sight.

By registering to be involved, it will be easier for NDSS clients without a current eye care provider to identify you. Once you and your patients are registered with the KeepSight program, the recall and reminder notices you send to your patients will be supplemented by reminder notices from the NDSS.

## ***How can I participate?***

More information regarding how to register with the KeepSight platform will be available in the coming months.

## ***Will the person receiving the reminder to get their eyes examined be able to choose their eye care provider?***

Yes. People who receive reminder letter always be directed to see their eye health professional or practice of choice. The KeepSight program is not intended to disrupt existing arrangements between eye care providers and their patients, but supplement these with an additional recall and reminder system via the NDSS. For those who do not have a regular eye care provider, a list of eye health providers registered with KeepSight will be able to be accessed through the KeepSight website.

## ***Will any commercial branding be on all public facing materials?***

Information sent to consumers registered on the National Diabetes Services Scheme will not contain any commercial partner branding. People will be encouraged to see an eye health provider of their choice.

Funding partners will be acknowledged as supporters of the initiative in some general media and marketing materials.

## ***I already have my own recall and reminder systems in place to make sure people get their eyes checked regularly. How will this program value add?***

This program will encourage the 50% of people with diabetes in Australia who currently aren't accessing regular eye examinations to visit their local eye care provider.

Once the patient's eye examination results have been recorded in the KeepSight portal, they will be securely transmitted to the NDSS and will trigger recall and reminder notices to encourage people to have future eye examinations within the timeframe recommended by their eye care provider. This will supplement the existing recall and reminder systems within eye care practices.

***Will there be any out-of-pocket costs for the individual?***

Services provided by optometrists and ophthalmologists are subsidised by Medicare for all permanent residents of Australia. We recommend the person contacts the eye health provider of their choice and ask if there are any out-of-pocket costs for their eye check.

***What is the role of the partners in this initiative?***

The KeepSight program is led by Diabetes Australia and Vision 2020 Australia, with industry partners Oculo and Specsavers.

Diabetes Australia will build a system to send alerts and reminders to people with diabetes registered on the NDSS to get their eyes checked; and will also design and implement a consumer mobilisation campaign.

Vision 2020 Australia will work with the eye care sector to mobilise professional engagement and foster collaboration.

As a funding partner, Specsavers is contributing \$1 million per annum to Diabetes Australia for consumer mobilisation in support of KeepSight.

Oculo is the technology provider for KeepSight. It will build and house a website and app specifically for the initiative. Any health professional conducting eye examinations for people with diabetes will be able to create an account and register their patients on the free, publicly available website.

***Is the KeepSight website secure? What privacy measures are in place?***

The KeepSight digital platform will be compliant with Australian federal and state requirements for patient privacy and health data security,

***Will the eye sector be required to sign up to the Oculo platform?***

No. There will be no requirement to sign up to the Oculo platform. A public platform accessible to all eye health care providers is under development.

Optometrists who already use Oculo will not need to register with the public portal. There will be a streamlined process within the existing Oculo software to send information to KeepSight.

***Will the KeepSight portal integrate with the MyHealth Record (MHR)?***

Initially, the KeepSight initiative will not integrate directly to the MHR. An early priority for the MHR is to close the loop with GPs, so that they can complete patients' care plans. In the future as the MHR's range of functionalities evolves, opportunities for integration will be reviewed.

Have more questions? Contact the Optometry Australia Policy team at [policy@optometry.org.au](mailto:policy@optometry.org.au).