

Supplementary Online Content

Starr MR, Israilevich R, Zhitnitsky M, et al. Practice patterns and responsiveness to simulated common ocular complaints among US ophthalmology centers during the COVID-19 pandemic. *JAMA Ophthalmol*. Published online August 5, 2020.
doi:10.1001/jamaophthalmol.2020.3237

eMethods. Scripts for phone calls

This supplementary material has been provided by the authors to give readers additional information about their work.

eMethods. Scripts for phone calls

Refraction request:

Caller: Hey, how are you? My name is *** and my current glasses are really old. When would I be able to come in for a refraction and get some new glasses?

Cataract:

Caller: Hi, how are you? My name is *** and I was told I had a cataract in my right eye and it needed surgery. When would I be able to make an appointment to be evaluated? *You are not having any new change in vision or pain in the eye.*

Flashes/Floaters:

Caller: Hi, my name is *** and I am trying to schedule a doctor's appointment as I developed this flashing light in my right eye a few nights ago and am also noticing these squiggly lines that look like a spider.

All callers will ask these same questions:

1. When is the fastest that I am able to be seen?
2. Is your office open to all patients, limiting the number of patients, only seeing urgent/emergent patients, or closed?
3. Is your office operating with normal office hours or are they different than normal?
4. Is this complaint amenable to a telemedicine visit?
5. Is your office taking any extra precautions for COVID-19 for patients entering the office?

All calls will respond the same to the following questions:

1. What type of insurance? Cash
2. What is your date of birth? 3/1/85
3. Which office would you prefer for an appointment? Fastest office visit
4. At the end decline any offered appointment and say you will consider and call back.