

## What Your Colleagues Are Saying About OIS

### TECHNICAL SUPPORT, SERVICE, AND EXPERIENCE

“We have two fundus cameras with OIS imaging systems. This year's budget is slated to add a reconfiguration to our OIS software to allow us to move into digital slit lamp imaging. The OIS technical support weighs heavily in our decision. I have called the tech support for software problems, hardware problems, problems with the fundus cameras, problems with the operator, and they have managed to save the day each time.”

– Deborah Elkins  
LSU Eye Center  
Louisiana State Univ. School of Medicine  
New Orleans, LA

“Let's see.....eight offices, 11 capture stations (5000 and 1400 systems), all networked. I should point out that all installations etc. were done over approximately a two-month period. The following six months or so saw the ironing out of "wrinkles" and getting over the hump on the learning curve, especially for many with no digital imaging/computer experience. I guess what I'm saying is that this couldn't have been accomplished without solid support. Respectfully (and running smoothly)...”

– John DuBois  
– Lawrence J. Singerman, MD, FACS  
Retina Associates of Cleveland  
Cleveland, OH

“All in all, we are quite satisfied with the OIS system and thrilled to have it on board at the Vanderbilt Eye Center. We appreciate the support that you and the OIS staff have given us, both in setting up the systems and assisting us in learning how to optimize its utility. I would be pleased to speak to other academic departments or clinical practices that are considering the purchase of a digital system to promote the benefits of working with your company.”

– Paul Sternberg, Jr. M.D.  
Vanderbilt University Medical Center  
Nashville, TN

“This letter is to highlight the extraordinarily positive experience we have had with our new OIS digital angiography system. The new high-resolution angiography gives us an excellent picture of retinal pathology which is as good as or better than film. I am a late convert to digital angiography, but the clarity of the new system has won me over entirely... You are to be congratulated on developing such a high quality system. We have been very pleased with your service and help in resolving the occasional hardware and software problems. Thank you very much for producing a system which is of great benefit to our patients and to us.”

– Travis A. Meredith, M.D.  
Chairman, Department of Ophthalmology  
UNC School of Medicine  
Chapel Hill, NC

TECHNICAL SUPPORT, SERVICE, AND EXPERIENCE

“OIS tech support is very responsive! As a result, they minimized our downtime. OIS has the most customer friendly staff in the industry.”

– Bruce Pierce  
Mid-Florida Eye Center

“Your service sells itself!”

– Jeff Rubin, MD  
Brooklyn, NY

“OIS tech support always deserves a big phone-hug for saving the day, whether it be equipment or operator error.”

– Richard Hackel, CRA  
Director of Ophthalmic Photography  
Kellogg Eye Center, University of Michigan

“I have been a happy OIS customer since 1990. We have to remember that all companies go through growth spurts and growing pains. OIS has been no exception. What has been the exception is their continued dedication to the ophthalmic community and pursuit of excellence in customer service. I might even say they can be a bit on the "naggy" side: When I don't attend to a service issue that I should, they nag ME! How many companies do you know that act like your mother? I bought OIS, I continue to buy OIS, and will continue to support OIS.”

– Denice Barsness, CRA, COMT, ROUB,  
FOPS  
Department of Ophthalmology,  
California Pacific Medical Center

“We have an OIS WinStation 5000 in our main office and two 1400 systems in our other two offices, and things are going smoothly. Every time I [make a service] call, I quickly receive a call back and any issues are resolved in a timely fashion.

Both systems are great: With the 5000, we see a lot of study patients so we wanted to have the best system available, and it has come through for us. And the 1400 is great for some of our techs who have a minimal background in photography because it's easy to use and the images are great. I feel we made the right choice.”

– Don Kuitula, CRA  
Director of Photography  
Vitreo-Retinal Associates, P.C.  
Grand Rapids, MI

“I want to acknowledge that OIS – and in fact most all ophthalmic manufacturers I've worked with – make their best effort to appease this sometimes cranky and usually persnickety ophthalmic photographer. OIS tech support should be given a hand for keeping calm under fire while we frantically call with our-is-always-the-most-important problems. Even after 20 years of digital, things can – and will – go awry. If this weren't true, then we wouldn't be surfing the cutting edge! Accolades to all of our Industry Tech Support!

– Patrick J. Saine, M.Ed., CRA  
Instructor - Ophthalmology  
Dartmouth Medical School  
Manager - Ophthalmic Photography  
Dartmouth Hitchcock Medical Center, NH

## TECHNICAL SUPPORT, SERVICE, AND EXPERIENCE

“OIS has produced absolutely the best service department anyone could ask for. They’ve been there when we’ve needed them, they’ve made sure our equipment functions, they upgrade our software, they keep us current and up-to-date on what makes their product more effective. Their service department really does deserve tremendous credit for the success of OIS.”

– *Kenneth Christopherson*  
*Director of Ophthalmic Photography*  
*Kresge Eye Institute*  
*Detroit, MI*

“Thanks a lot for all the help given us with the Topcon machine. Even though I’m not a Biomed, with your help I was able to do the necessary repairs; you really gave the extra mile with this situation and we at Instituto de Ojos Y Piel are very thankful.”

– *Rey J. Rodriguez*  
*Instituto De Ojos Y Piel*  
*Puerto Rico*

“On behalf of Dr. Paul Homer I would like to take this opportunity to thank two members of your staff for services rendered above and beyond the call of duty. Mark Harrell is a superb technician and engineer. His understanding of angiography and digital imaging made our transition to the OIS system flawless. He completed his work in an efficient and friendly manner. He was able to get our new system in operation and taking perfect photos in very little time. Mark... makes our office happy with our new purchase and makes us feel confident that our system – if it need repairs in the future – will be well cared for. Another member of your team that is deserving mention is Chris Fotos. Chris' understanding of digital imaging and his vast angiography experience made the training of our angiography staff in minimal time and made the transition an easy one.... I cannot thank Mark and Chris enough for their efforts in replacing a failing imaging system with one that we feel will be trouble free!”

– *Alex Robinson*  
*Paul I Homer MD*  
*Eye Associates of Boca Raton*  
*Boca Raton, FL*

“One of the things with OIS is that they’ve been very responsive to our needs. The support system and support staff have been very, very good.”

– *Mark Juzych, MD, MHSA*  
*Associate Chair, Kresge Eye Institute*  
*Detroit MI*

“OIS tech support is incredible. Without being able to log into my system, Neil was able to repair it as if he were blindfolded. Erin and Raymond were very helpful, too! OIS tech support shows a lot of patience. As a non-technical person I felt very comfortable working with a staff that is so technical. The staff was able to walk me through everything, step by step.”

– *Janet Astore*  
*Green Mountain Eye*

## TECHNICAL SUPPORT, SERVICE, AND EXPERIENCE

“A few months back I posted a message [on Optimal] about problems I was having with my OIS/Topcon system. I had an issue where the digital end would just kind of not respond, and I would get no flash from the camera. To remedy the problem I had to restart the entire system and start over. This was very intermittent at first so it was a very hard to discover the real problem. Eventually it would happen with every study I did. Needless to say I was very frustrated about all the problems and wasted time. OIS started to try and solve the issue by remotely connecting to my system, then we tried cables, then they came out and replaced the entire OIS part of my system. They did all this with no cost to us as well. Since this did not resolve the problem, we looked to the 50ex as being the problem. After much trouble with ‘the largest distributor of ophthalmic equipment,’ they finally replaced my camera.”

“Come to find out, we did have a faulty 50ex the whole time! OIS was never at fault. I am very pleased that they did so much to try and fix the issue. I want to thank Sue, Neil, Dan, Mark, and all the others at OIS who helped us out. I am very happy with the ease of use and the beautiful pictures I am now quickly and consistently obtaining. I would recommend OIS to anyone, and will continue to do so. Thanks again OIS!!!!!!”

– *James R. McKinney*  
*Chief Technician/Photographer*  
*Williamson Eye Institute/Advanced Surgery Center*  
*Lafayette, IN*

## QUALITY / TECHNOLOGY

“The images produced with our OIS WinStation system are absolutely the best I’ve ever seen...they’re better than anything I’ve ever generated with film.”

– *Kenneth Christopherson*  
*Director of Ophthalmic Photography*  
*Kresge Eye Institute*  
*Detroit, MI*

“We have found the system to be a superb asset to our clinical care, as well as to our educational programs. Both fundus photographs and angiographic images are of excellent quality, with outstanding resolution and stereoscopic characteristics. The system is easy to use both by the photographers, as well as the physicians.”

– *Paul Sternberg, Jr. M.D.*  
*Vanderbilt University Medical Center*  
*Nashville, TN*

“This letter is to highlight the extraordinarily positive experience we have had with our new OIS digital angiography system. The new high-resolution angiography gives us an excellent picture of retinal pathology which is as good as or better than film. I am a late convert to digital angiography, but the clarity of the new system has won me over entirely.... You are to be congratulated on developing such a high quality system. We have been very pleased with your service, and help in resolving the occasional hardware and software problems. Thank you very much for producing a system which is of great benefit to our patients and to us.”

– *Travis A. Meredith, M.D.*  
*Chairman, Department of Ophthalmology*  
*UNC School of Medicine*  
*Chapel Hill, NC*

“The integration of the OIS imaging software into our experience has been phenomenal. With this integrated system, I’m able to see high resolution images whether they’re color, FAs or images from other equipment like the OCT. I’m able to see it right on the WinStation software from any workstation in the patient area.”

– *Greg Rosenthal, MD*  
*Vision Associates*  
*Toledo, OH*

“I just wanted to drop you a brief note to let you know how pleased all of us at Associated Retinal Consultants are with our new OIS systems. I personally find that the digital systems are a great aid in patient education and that they have enhanced my efficiency. The quality of the images is simply outstanding.”

– *George A. Williams, M.D.*  
*Associated Retinal Consultants, PC*  
*Michigan*

“In the pre-AutoMontage days, a lot more time was spent piecing the pictures together in Photoshop than the actual taking of the multiple fields of pictures. Now, the majority of time spent is in taking the pictures; the montaging time is relatively minimal. As you know, once the composite is made the level of detail is incredible, and any area can be enlarged with a maximum level of detail. Dr Vine and I were so impressed with the montages that we decided that they would supersede our need for having a super-wide angle camera. Thanks again for letting us preview this software. We are big fans of it here at Kellogg.”

– *Richard Hackel, CRA*  
*Director of Ophthalmic Photography*  
*Kellogg Eye Center*  
*University of Michigan*

QUALITY / TECHNOLOGY

“OIS was able to come up with a means by which we could import the OCT images into the same database that we use for our photographic imaging of the fundus photography. Our doctors have been thrilled. It was something we didn’t expect to be able to do, but now that we can do it it’s something they use all the time.”

– *Kenneth Christopherson*  
*Director of Ophthalmic Photography*  
*Kresge Eye Institute*  
*Detroit, MI*

“I used an OIS system when I worked for Providence Hospital here in Columbia, SC. I was pleased with the system as well as the tech support. I have since moved on and have used Heidelberg FA/ICG, Topcon as well as the Zeiss system I am presently having to endure. OIS is my personal favorite and will probably always be. I am just sorry that I did not have a say in what system was procured for my present job. Keep up the good work...!”

– *Ron Petty, CRA*  
*Columbia, SC*

“With our OIS system, you can see all kinds of pathology actually clearer on the monitor than during the clinical exam, the resolution is that fine.”

– *Dean Elliott, MD*  
*Director, Retina Service*  
*Kresge Eye Institute, Detroit, MI*

“All in all, we are quite satisfied with the OIS system and thrilled to have it on board at the Vanderbilt Eye Center. We appreciate the support that you and the OIS staff have given us, both in setting up the systems and assisting us in learning how to optimize its utility. I would be pleased to speak to other academic departments or clinical practices that are considering the purchase of a digital system to promote the benefits of working with your company.”

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*Vanderbilt University Medical Center*  
*Nashville, TN*

-----Original Message-----

**From:** James McKinney [mailto:jrm\_wei@YAHOO.COM]  
**Sent:** Wednesday, October 08, 2003 2:16 PM  
**Subject:** Problems with OIS/Topcon 50ex

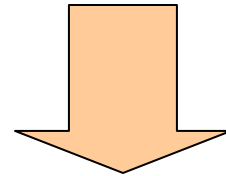
If there is anyone out there that has an OIS 6.0 with a Topcon 50ex and has had problems...please let me know what they are. **I have had an ongoing issue with my digital end going down and unable to capture in digital until I reboot the entire system. I have had this issue since the first week after install, and that was just in July of 2003. I have had a great deal of trouble with tech support at OIS, I am tired of not getting any help and wish to know if I am alone in this. Any help would be greatly appreciated.**

James R. McKinney  
Chief Technician/Photographer  
Williamson Eye Institute  
1400 Teal Road Suite 8  
Lafayette, IN 47905

Customer Frustrated  
Because of PERCEIVED  
Problem with OIS  
System

----- Original Message -----

**From:** James McKinney [mailto:jrm\_wei@YAHOO.COM]  
**To:** [OPTIMAL@VISUALEYES.UPMC.EDU](mailto:OPTIMAL@VISUALEYES.UPMC.EDU)  
**Sent:** Friday, January 23, 2004 11:51 AM  
**Subject:** Much needed praise and respect!



Everyone in Optimal Land,

A few months back I posted a message about problems I was having with my OIS/Topcon system. I had an issue where the digital end would just kind of not respond, and I would get no flash from the camera. To remedy the problem I had to restart the entire system and start over. This was very intermittent at first so it was a very hard to discover the real problem. Eventually it would happen with every study I did. Needless to say I was very frustrated about all the problems and wasted time.

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Come to find out, we did have a faulty 50ex the whole time! **OIS was never at fault. I am very pleased that they did so much to try and fix the issue.** I want to thank Sue, Neil, Dan, Mark, and all the others at OIS who helped us out. I am very happy with the ease of use and the beautiful pictures I am now quickly and consistently obtaining. **I would recommend OIS to anyone, and will continue to do so. Thanks again OIS!!!!!!**

James R. McKinney  
Chief Technician/Photographer  
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Problem  
Resolution