

Akler Eye Center Improves Patient Experience, Clinic Efficiency, and Diagnostic Confidence with Carrot



Dr. Michelle Akler | Ophthalmologist

CASE STUDY

Akler Eye Center, located in the Detroit area, provides comprehensive ophthalmology services to a diverse patient population. Led by board-certified ophthalmologist Dr. Michelle Akler, the practice supports routine vision exams, cataract surgery, glaucoma management, refractive surgery, and retinal disease management.

On a typical day, the clinic sees 40 to 45 patients, many of whom are elderly or have mobility challenges. Delivering high-quality care for this population requires diagnostic tools that are reliable, efficient, and easy for patients to use.

Tests Used Central 24-2 Bolt Central 24-2c Bolt Central 10-2 Bolt Esterman Suprathreshold Central 30-2 Bolt Color Visions	Annual Revenue \$94,432
Annual ROI 4208.37%	Annual Hours Saved 130

The Challenge: Aging Equipment and Inefficient Visual Field Testing

Before implementing Carrot, Akler Eye Center relied on a tabletop visual field device that had become unreliable and difficult for patients to use. The practice had been using a refurbished Humphrey visual field for years, but when the equipment stopped working, the impact on patient care was immediate.

For many patients, especially elderly patients who depended on family members for transportation, asking them to return another day was not an acceptable option.

Even when the older system was working, the testing process slowed clinic flow. Technicians had to position patients in a chin rest, monitor them closely, and make adjustments throughout the exam. For senior patients, maintaining positioning and fixation could be difficult, leading to fixation losses and repeated repositioning.

The Solution: A Faster, More Comfortable Visual Diagnostics Platform

When the existing visual field system became unsustainable, Dr. Akler began researching alternatives and learned about Carrot, formerly Virtual Field, through ophthalmology professional groups. The practice ordered a device for a free trial and quickly found that it fit the clinic's needs.



"Setup took about 20 minutes. The learning curve was about 10 minutes." - Barbara, Refractive Coordinator, Akler Eye Center

Carrot's headset-based design helped Akler Eye Center reduce delays, simplify visual field testing, and improve the experience for patients and staff. Tests that previously took 8 to 20 minutes on the old tabletop visual field now take about 3 to 6 minutes for both eyes with Carrot.



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Because patients no longer need to be positioned in a fixed tabletop machine, the test is easier for elderly patients and those with mobility limitations. The headset also gives the clinic flexibility to bring testing to the patient, rather than moving the patient into a dedicated testing room.

In one notable case, a Spanish-speaking patient presented with vision loss in one eye. The clinical exam appeared normal, but the Carrot visual field test, administered in Spanish, revealed a serious neurological concern. The patient received urgent imaging and underwent surgery within a week.

Results and Outcomes in Patient Care

Carrot has improved Akler Eye Center's clinic efficiency, patient experience, and diagnostic confidence. Faster testing times allow the team to complete more exams in a day, while shorter wait times help reduce bottlenecks across the clinic.



"The test-taking time is almost half of what it took with a traditional Humphrey visual field. That means we can run more tests in a day." - Dr. Michelle Akler

The platform has also strengthened patient accessibility. Akler Eye Center serves a highly diverse community with many non-English speakers. Previously, technicians often relied on interpreters or smartphone translation tools to explain the test. With Carrot's built-in language options, including Arabic and Spanish, patients can receive instructions in their native language, improving understanding and test reliability.

Workflow and Patient Experience Confidence

Patients who once dreaded glaucoma visual field testing are more comfortable with Carrot. The headset eliminates the need for chin rests, awkward positioning, and constant repositioning during the exam. This is especially valuable for elderly patients and patients with mobility challenges.

Technicians can also multitask while the test runs. Instead of sitting with a patient for the duration of the exam, staff can begin another patient workup or enter data into the computer, improving overall workflow and freeing up time throughout the day.

For Akler Eye Center, Carrot has become more than a replacement for aging equipment. It has helped the practice deliver visual field testing that is faster, more accessible, more comfortable, and easier to integrate into daily clinic operations.

"I would never go back to a traditional tabletop visual field," said Dr. Akler.

Book a Demo to see what Carrot can do for your practice.

