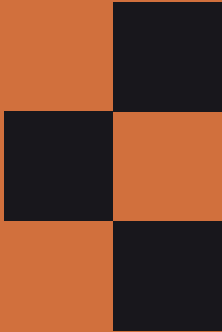


CASE STUDY

# Berczy Eyecare Improves Diagnostic Speed and Workflow Efficiency with the Carrot Visual Diagnostics Platform

Dr. Rosina Cheung | Optometrist  
Berczy Eyecare | Ontario, Canada



carrot



carrot.io

**CASE STUDY**

Dr. Rosina Cheung has built her Ontario-based practice around efficiency, precision, and culturally responsive patient care. Serving a diverse patient population, she prioritizes technology that enhances both clinical accuracy and communication.

By integrating Carrot [formerly Virtual Field] into her practice, Dr. Cheung has strengthened diagnostic capabilities, streamlined operations, and improved patient engagement.

<p><b>Tests Used</b></p> <ul style="list-style-type: none"> <li>Central 24-2 Bolt</li> <li>Central 30-2 Bolt</li> <li>Nasal 30 Quantify-Defects</li> <li>Central 10-2 Bolt</li> <li>Full Field-120 Screening-Fixed</li> <li>Central 24-2c Bolt</li> <li>Esterman Suprathreshold</li> </ul>	<p><b>Annual Revenue</b></p> <p><b>\$83,289</b></p>
<p><b>Annual ROI</b></p> <p><b>4208.37%</b></p>	<p><b>Annual Hours Saved</b></p> <p><b>124</b></p>

**The Challenge of Efficient, Multilingual Patient Care**

Before implementing Carrot, Dr. Cheung sought a visual field solution that could integrate seamlessly into her pre-test stations without requiring continuous technician supervision. In a busy clinic environment, maximizing staff efficiency while maintaining patient oversight was critical.

Additionally, serving a multilingual patient base required a testing system that could communicate clearly and effectively in multiple languages.

**A Seamless, Intuitive Visual Diagnostics Platform**

Carrot integrates directly into Dr. Cheung’s pre-test workflow, allowing patients to complete visual field testing with minimal staff intervention. The Carrot headset supports multiple languages, including Cantonese and Mandarin, improving accessibility and communication for her diverse patient population. Technicians can also monitor patients remotely, reducing the need for constant physical supervision and allowing staff to allocate time more effectively to other clinical responsibilities.



*Dr. Cheung describes Carrot as "efficient," "intuitive," and "great technology."*

The onboarding process was equally streamlined. With an initial onboarding call and a quick-start guide, her tech-savvy staff quickly incorporated the system into daily operations.



**CASE STUDY**

**Results and Outcomes in Clinical Care**

Carrot has also strengthened Dr. Cheung’s diagnostic capabilities.

In one notable case, a new patient presented with vision concerns in one eye. Using Carrot, Dr. Cheung identified decreased general sensitivity along with defects consistent with optic neuropathy. Combined with additional clinical findings, Dr. Cheung diagnosed optic neuritis — enabling timely intervention and appropriate management.

The audio-guided testing process enhances patient comfort and compliance, offering real-time encouragement that supports more reliable exam results.

Ongoing software updates and responsive technical support continue to add value to the platform, reinforcing its role as a dependable diagnostic tool within the practice.

**Operational and Administrative Confidence**

Dr. Cheung follows standard visual field billing procedures within Ontario, utilizing established provincial codes. She encourages optometrists to consult the Ontario Association of Optometrists (OAO) for updated billing guidance and continuing education resources.

With consistent software improvements, reliable technical support, and seamless workflow integration, Carrot has become a cornerstone of Dr. Cheung’s diagnostic and monitoring processes.

By incorporating Carrot into everyday operations, Berczy Eyecare has enhanced diagnostic speed, improved patient communication, strengthened technician efficiency, and elevated the overall patient experience.

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