



Patient: **YOSHIMOTO, AYAE**

MRN:

FIN: R-50804262-20240915

DOB/Age/Sex: 10/26/1994 31 years

Date of Service: 1/1/1901

Attending Provider:

Female

## ***Patient Viewable Documents***

DOCUMENT NAME:

MedStar eVisit

PERFORM INFORMATION:

RESULT STATUS:

Auth (Verified)

SERVICE DATE/TIME:

9/15/2024 00:00 EDT

SIGN INFORMATION:

**3431e819-5e97-4967-9c6f-e50f499a7de4.PDF**

Please Click On Link to see attachment

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**Report Request ID:**

825632174

**Print Date/Time:**

11/26/2025 06:10

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EST

This report is confidential medical information. The unauthorized disclosure of this information may subject you to civil and criminal penalties.

## Continuity of Care Document (American Well)

Patient	Ayae Yoshimoto	Sex	Female
Date of birth	October 26, 1994	Patient IDs	2601564604250 e97a7d0a-8c4f-46da-88ef-e6500f0aa9e3
Contact info	30 Ridge Square NW 621 Washington, DC 20016, US Tel: +1-415-605-9076		
Document Id	3431e819-5e97-4967-9c6f-e50f499a7de4		
Document Created:	September 15, 2024, 18:50:33 -0000		
Author			
Contact info			
Information recipient:	Karen Markovic		
Contact info	10980 Grantchester Way Columbia, MD 21044 US Tel: +1-410-802-7526		
Legal authenticator	Karen Markovic of MedStar eVisit at September 15, 2024, 18:50:33 -0000		
Contact info	10980 Grantchester Way Columbia, MD 21044 US Tel: +1-410-802-7526		
Document maintained by	MedStar eVisit 12.16.23.00.1706200730_25Jan24.b6ac093624603cb0fa9310c9d1b08772dc3cd010		
Contact info			

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**Purpose : Automated Visit Summary**

Automated visit summary for transfer of data out of MedStar eVisit

**Social History**

Social History	Observation	Date
Gender identity	Female	Sep 15, 2024 06:50:33 PM GMT

**Allergies and Adverse Reactions**

Type	Date	Code	Description	Source
Allergy	Sep 15, 2024 06:39:54 PM GMT	900590 (DAM_AGCSP - Allergen 2008)	No Known Drug Allergies	Ayae Yoshimoto

**Problems**

Type	Date	Code	Description	Status	Source

**Procedures**

Type	Date	Code	Description	Source
Procedure	Sep 15, 2024	99213 (CPT-4 2008)	OFFICE O/P EST LOW 20-29 MIN	Karen Markovic

**Encounters**

Online Conversation
Date: Sep 15, 2024 06:42:17 PM GMT
Type: Mobile
Status: Completed
Practitioner: Karen Markovic
Practitioner NPI: 1699744292
Reason(s) for the Visit: *Hordeolum externum left upper eyelid*
Source: Karen Markovic
Patient Location: DC
(Topic) Sty

**Triage Questions.**

MedStar Medical Group is a participant in most major health insurance plans. As such, when you use MedStar eVisit, we will bill your insurance company. You are responsible for any copay, coinsurance, or deductible as you would for any in-person primary care visit.

Please note: If you do ask us to bill insurance, your copay, coinsurance, or deductible may be less than our self-pay rate but may also be more.

If you prefer not to have this submitted to your insurance, we offer a self-pay rate of \$79.

**Answer []**

If you would like interpretative services (including ASL), please provide your preferred language and your mobile number and/or email address to receive an alternate video link. Before the visit, review the guide at [evisitinterpreter.medstartelehealth.org](http://evisitinterpreter.medstartelehealth.org).

**Answer []**

MedStar eVisit is only available to patients in Maryland, Washington DC, or Virginia. You must be physically present in one of these states during the time of your Telehealth encounter. If you are currently traveling or live outside of Maryland, DC, or Virginia and are seeking care, we suggest finding telemedicine providers in your state or proceed to in person care.

**Answer []**

Please note that patients with repeat infections will likely be referred to in person care for further evaluation.

**Answer []**

Your telehealth provider may identify a need for further in-person assessment or testing (for example strep) which the provider will discuss with you and facilitate as part of your care.

**Answer []**

Please note that eVisit providers are unable to fill chronic medications/controlled substances or repeat prescription refills. Some medications may require an in person evaluation (for example oral steroids and antibiotics).

**Answer []**

Please add your initials to confirm that you have read all statements above.

**Answer []**

Conversation Transcript. [Notification] You are connected with Karen Markovic, Physician Assistant.

[Notification] Ayae Yoshimoto is located in District of Columbia.

[Notification] Ayae Yoshimoto has shared health history...

Provider Notes. Mode of Communication: 2-way secure video connection  
HPI: 29 yo female c/o left upper eyelid swelling since yesterday. It is slightly painful. No mucus or crust. No contacts or glasses. She has tried a few warm compresses. No congestion or cough. Denies fever, chills, headache, photophobia, FB sensation, vision loss, vomiting.  
Allergies: NKDAPE:Gen: Well-developed well-nourished, NAD, non-toxic, well-appearing  
Eyes - anicteric sclerae, left upper eyelid has mild erythema and a small papule with white top on the medial aspect. No drainage or crust. Lids otherwise normal. No conjunctival injection. Pupils equal and round, EOMI HENT: Oropharynx pink and moist. Resp: Normal rate and work of breathing, talks in full sentences without effort, no wheezing or exhale. Neuro: Alert, oriented, speech is clear and fluent Psych: NL mood, thought process and content. Lymph: No submandibular or cervical LAD

**ASSESSMENT/PLAN:** stye

STYE Patient with concern for tenderness and swelling to eyelid. History and exam concerning for a stye. Styes are usually caused by bacteria but they are self-limited and do not often need to be treated with antibiotics. No signs of orbital cellulitis. CARE INSTRUCTIONS:-Apply a clean, warm compress to eye for 10 minutes, 4 times a day.-Do not wear contact lenses or eye makeup until stye has healed. Discard all liquid-based eye makeup-Do not try to pop or drain the stye.-Always wash hands after touching eyes

Follow-up with a primary care provider or ophthalmologist within 3-4 days if no improvement in symptoms. Seek evaluation in-person at Medstar Health Urgent Care (MHUC) if no improvement and unable to see an ophthalmologist or your primary care provider. You can locate a Primary Care Provider or reserve a spot in line at our MHUC clinics on this website: <https://www.medstarnew.org>. Go to the emergency room if you experience severe eye pain, copious and/or thick purulent discharge, vision changes or loss, redness around the eye, facial swelling, fever 100.4°F or higher, or any other severe or worsening signs or symptoms. Ophthalmology Follow-up NORTH REGION: Wilmer Eye Institute at Johns Hopkins offers same-day appointments if you call before noon and next-day appointments if you call after noon. A Wilmer operator is available to speak to you from 8:30 am to 5:00 pm, Mon. through Fri., at 410-955-5080 or 888-945-6374. SOUTH REGION: The Eye Center is located in Suite 1A-19 of the main Medstar Washington Hospital Center Building, 110 Irving St NW, on the 1st Floor just inside the bus entrance. Walk-in Hours are 8:30am-2:30pm Monday-Friday. Phone: 202-877-6732.

Patient Education:StyeA stye, also known as a hordeolum, is a bump that forms on an eyelid. It may look like a pimple next to the eyelash. A stye can form inside the eyelid (internal stye) or outside the eyelid (external stye). A stye can cause redness, swelling, and pain on the eyelid. Styes are very common. Anyone can get them at any age. They usually occur in just one eye, but you may have more than one in either eye. What are the causes?A stye is caused by an infection. The infection is almost always caused by bacteria called *Staphylococcus aureus*. This is a common type of bacteria that lives on the skin. An internal stye may result from an infected oil-producing gland inside the eyelid. An external stye may be caused by an infection at the base of the eyelash (hair follicle). What increases the risk?You are more likely to develop a stye if: You have had a stye before. You have any of these conditions: Diabetes.? Red, itchy, inflamed eyelids (blepharitis). A stye condition such as seborrheic dermatitis or rosacea.? High fat levels in your blood (lipids). What are the signs or symptoms?The most common symptom of a stye is pain. Internal styes are more painful than external styes. Other symptoms may include:? Painful swelling of your eyelid. A sore/itchy feeling in your eye.? Tearing and redness of your eye. Pus draining from the stye. How is this diagnosed?Your health care provider may be able to diagnose a stye just by examining your eye. The health care provider may also check to make sure.? You do not have a fever or other signs of a more serious infection.? The infection has not spread to other parts of your eye or areas around your eye. How is this treated?Most styes will clear up in a few days without treatment or with warm compresses applied to the area. You may need to use antibiotic drops or ointment to treat an infection. In some cases, if your stye does not heal with routine treatment, your health care provider may drain pus from the stye using a thin blade or needle. This may be done if the stye is large, causing a lot of pain, or affecting your vision. Follow these instructions at home:?  
Take over-the-counter and prescription medicines only as told by your health care provider. This includes eye drops or ointments. If your doctor prescribed an antibiotic, apply it as told by your health care provider. Do not stop using the antibiotic if your condition improves. Apply a warm, wet cloth or warm compress to your eye for 5-10 minutes, 4 times a day. Clean the affected eyelid as directed by your health care provider. Do not wear contact lenses or eye makeup until your stye has healed. Do not try to pop or drain the stye. Do not rub your eye. Contact a health care provider if: You have chills or a fever.? Your stye does not go away after several days.? Your stye affects your vision.? Your eyeball becomes swollen, red, or painful. Get help right away if: You have pain when moving your eye around. Summary: A stye is a bump that forms on an eyelid. It may look like a pimple next to the eyelash. A stye can form inside the eyelid (internal stye) or outside the eyelid (external stye). A stye can cause redness, swelling, and pain on the eyelid. Your health care provider may be able to diagnose a stye just by examining your eye.? Apply a warm, wet cloth (warm compress) to your eye for 5-10 minutes, 4 times a day.

Seek medical evaluation immediately in an Emergency Room if you develop loss of control of your bladder or bowels, back pain, chest pain, shortness of breath, abdominal pain, vomiting, trouble breathing, numbness/tingling on the inside of your upper thighs, weakness of the legs, dizziness/falling, or any other new or significant complaints. You can reserve a spot in line at our MHUC clinics and locate a primary care provider or specialist by going to the website: <https://www.medstarhealth.org>. If you have any immediate concerns with work notes, prescriptions, or any questions or concerns, please call the Telehealth Operations and Support Center at 888-805-4551 or send an email to [TelehealthSupport@medstar.net](mailto:TelehealthSupport@medstar.net). Please do not send a secure message for any time-sensitive issues as these messages are not regularly checked. Thank you for using MedStar eVisit, it was a pleasure speaking with you. I look forward to seeing you again for any future medical needs! ATTESTATION: This encounter was performed via a live, two-way, HIPAA secure video. The quality of the video and audio were adequate for the collection of history and performance of a video enabled exam if you have any immediate concerns with work notes, prescriptions, or any questions or concerns, please call our support center at 888-805-4551 or send an email to [TelehealthSupport@medstar.net](mailto:TelehealthSupport@medstar.net). Please do not send a secure message for any time-sensitive issues as these messages are not regularly checked

**Release Statements**

Ayae Yoshimoto has accepted the following liability release statements:

**TERMS OF USE****Privacy Policy**

The prescriptions were sent to the following pharmacy:

CVS/pharmacy #5674  
3700 NEWARK ST., NW  
Washington, DC 20016  
Phone: (202) 966-0320 Fax: (202) 363-4087  
Email:

**Insurance**

Type	Start Date	End Date	Identification Numbers	Payment Provider	Source
Primary Health Insurance			<ul style="list-style-type: none"> <li>• Subscriber ID: 904150909</li> <li>• Relationship-to-Subscriber Code: Self</li> </ul>	Aetna	Ayae Yoshimoto
Guarantor				Ayae Yoshimoto	Ayae Yoshimoto

**Plan Of Care**

Description	Recommendation	Status	Source
For those who are either uninsured or underinsured, and meet hardship criteria, financial resources are available. Please check the Financial Resources Page at <a href="https://www.medstarhealth.org/financial-assistance-policy">https://www.medstarhealth.org/financial-assistance-policy</a>	Reminder		CustomPracticeDSS_2