"I tell people sometimes when you’re older you just need to know when to get help and that you have to just go to The Eye Institute!"

**KHOSROW B.** is profoundly visually impaired – He lost all the vision in one eye from a car accident in his youth and his “better eye” suffers from advanced glaucoma. He has lived in San Francisco for decades and has relied heavily on memorization of bus routes and the street grid to get around.

Then came the construction boom in San Francisco. Suddenly bus stops were relocated, sidewalks blocked and unanticipated obstructions everywhere. Buses dropped him off in different locations, barriers and detours made his memorized routes impassable. Khosrow felt lost in his own city. He would try to use his cell phone, but could only receive phone calls because he could not see the buttons well enough to dial. He was struggling to communicate with the outside world.

Dr. Margaret Liu, Khosrow’s ophthalmologist treating his glaucoma, referred him to Dr. Tiffany Chan at the Frank Stein and Paul S. May Center for Low Vision Rehabilitation. Soon, his entire outlook on life changed. Dr. Chan recalls that when she met Mr. B., “he was very isolated because he couldn’t see well enough to connect with people other than in-person.” After his first appointment and realizing that he could no longer complete daily activities successfully, Dr. Chan provided Khosrow with low vision tools and enrolled him into classes at the Lighthouse for the Blind and Visually Impaired. Without Dr. Chan’s recommendation for the education program and the constant assessment of Khosrow’s needs, Lighthouse would not have been an option for him.

Now a year and a half later, Khosrow can utilize his cell phone to make calls, schedule appointments and listen to voicemails. Using voice commands on his cell phone, he is able to access the internet and with the power of artificial intelligence, can read printed documents and shop with ease at the grocery store. Khosrow is eager to learn more from Dr. Chan and his instructor at Lighthouse. “Dr. Chan is like an angel and I am looking forward to my next appointment.”

At the Stein May Center for Low Vision Rehabilitation, Dr. Tiffany Chan and Dr. Donald Fletcher are providing life-changing care to those who are visually impaired due to macular degeneration, diabetic retinopathy, glaucoma, and many other diseases. The physicians offer a comprehensive approach to help individuals achieve maximum independence with the latest technology and resources. Pacific Vision Foundation is proud to provide critical support to this unique center at 711 Van Ness Avenue.