

## WELCOME LETTER

Welcome to Pleasant Valley Ophthalmology. We appreciate your selection of our office for your complete eye care.

New patient appointments usually take 1 to 2 hours. As part of a thorough new patient exam, your eyes will be dilated unless medically contraindicated. Most people are able to drive following dilation, but you may want to bring a driver if you have experienced problems driving after dilation in the past, or if your eyes have never been dilated. You will experience difficulty with close-up work following dilation, but reversal drops will speed the return of your vision, usually within 1 to 2 hours. Parents of minor children should plan to stay with their child.

For your convenience, you can download the *Patient Registration Form* and the *Medical History Form* (be sure to list all prescription medicines, vitamins/minerals, and herbal preparations you are taking), and the *Patient Privacy Questionnaire* to complete and bring to your visit. If you prefer, a new patient information packet can be mailed to you. By filling these forms out ahead of time, you will save significant time at the beginning of your visit. If you have any questions when filling out these forms, our staff will be happy to assist you with these questions on the day of your visit. Once you arrive at your appointment, there will be some other forms to fill out and sign as well.

At the time of your visit, please bring your completed forms, insurance cards, and driver's license. If you wear contact lenses or glasses, please bring them with you to your appointment. In addition, contact lens wearers should bring boxes from the contact lenses currently being worn or the written contact lens prescription, if possible.

Payment is due at the time services are rendered. We participate with many major insurance plans. For these plans, co-payments, deductibles, and coinsurance will be collected at the time of service. Payment in full is requested at the time of the visit for patients on insurance plans with which we do not participate, or patients who are self pay. We accept cash, checks, Discover, MasterCard, and Visa.

Our doctors are ophthalmologists and are considered specialist doctors. Patients with plans that require a referral from a primary care physician (PCP) in order to see a specialist should contact their PCP and obtain a referral prior to their visit. Referrals can be faxed to **501-223-8656**. Many insurance plans do not provide coverage for a "routine" eye exam (an exam performed on eyes with no underlying disease or injury). Please check with your insurance company to see if you have coverage. We highly recommend that you read the *Financial Policy* (also under Office Policies header) thoroughly and call us with any questions prior to your visit. This provides important information about ophthalmology and insurance that is important for you to know prior to your visit. You will be asked to sign a statement about having received and understood this Financial Policy when you come to our office.

Please click on the maps/directions icon for directions to our office. If you have any questions, please call us at 501-223-3937.