

What to Expect on YOUR FIRST VISIT

If you haven't already completed and mailed us the following forms, please bring them to your first appointment.

- Completed Medical History form
- Completed Patient and Billing Information form
- Signed Patient Acknowledgement of Privacy Practices form
- Signed Financial Policy form
- Any medications you are taking (including eye drops)
- Your insurance cards (including Medicare/Medicaid card)
- Your driver's license or photo identification
- Knowledge of your chief eye complaint, date problem began, etc.

Check In. Your forms will be collected at our reception and placed inside your file. We will make a photocopy of your insurance card and license.

Waiting Time. Our goal is for our clinic to run on time, however, high demand and daily medical emergencies can result in delays. Generally, a comprehensive eye exam with dilation requires approximately one-to-one-and-a-half hours. If you have urgent time restrictions, please let our staff know upon your arrival.

Initial Evaluation by Ophthalmic Technician. You will be taken to a refraction assessment area where your vision will be evaluated. Once in the exam room, the ophthalmic technician will review your medical history and check your eye pressure. Other tests may be performed based on your primary complaint and past medical history. The technician will use eye drops to dilate your pupils. Dilation is necessary to completely examine your eyes, especially the retina. Then you will be moved to our dilation waiting area for 20 minutes while the drops take effect.

Ophthalmologist's Exam. When your pupils are fully dilated, your eyes will be thoroughly examined by the doctor. Depending on the nature of your problem, we may perform additional tests on the day of your initial examination and, in some cases, treatment may be initiated.

Because you will have temporarily blurred vision in bright light after dilation, we **strongly recommend** that someone drive for you after the examination. Your pupils and vision will return to normal over the next 24 hours.

The doctor will give you a routine slip with your diagnosis to take to the check out. Please do not hesitate to ask any questions about the results of your examination or the treatment recommended by the physician. Your diagnosis and all possible treatment will be completely explained to you.

Check Out. Our receptionist will review your routing slip and advise you of payment. We file all major insurance claims including Medicare and Medicaid, and accept cash, check, major credit cards and Care Credit. You will be asked to provide payment for co-pays, deductibles and un-insured services such as the refraction fee and driver's forms. Please review our financial policy for further details.

Thank you for choosing Cape Fear Eye Associates for your eye care needs. We are committed to serving your eye health, so please let us know if we can improve our service in any way.

