

What to expect on your FIRST visit

Check In: If you arrive more than 15 minutes late you will be rescheduled.

Your completed forms will be collected and placed inside your file. We will scan your insurance card(s) and photo ID and collect your co-pay and/or payment for service. **If you do not come with ALL of the required information and completed paperwork your appointment may be rescheduled.**

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 two (2) hours. If you have urgent time restrictions, please let our staff know upon your arrival.

Initial Evaluation by Ophthalmic Technician: Depending upon the reason for your visit and your medical history you may undergo various tests before you see the doctor. One of these tests is called a refraction. A refraction is performed to determine if you need a prescription for glasses and/or contact lenses. **Please note that a refraction is NOT covered by Medicare and most insurance plans. Our office fee for a refraction is \$40.00 and is due at the time service is rendered.** 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 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. 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.

Because you will have temporarily blurred vision at near and 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.

Check Out: Our receptionist will review your encounter slip and advise you of any balance due for the services you received. 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, P.A. 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.