



**Welcome to our practice.** We appreciate your selection of Eye Consultants of Pennsylvania to serve your eye care needs, and we will do all we can to provide you with the very best care possible. In order to do so, we ask that you spend some time reviewing this information, which will acquaint you with the practice of ophthalmology and optometry and the various procedures that will be followed by our office.

Our doctors, ophthalmic technicians, nurses and receptionists operate as a team. We take pride in our staff's knowledge and capabilities; we want you to have the same confidence in them.

Our office is equipped to treat and manage acute eye problems that arise, as well to help prevent future problems. Because of our superior training as thorough diagnosticians and our interest in the philosophy of medicine, we encourage our new patients to undergo a complete initial evaluation. Established patients should follow with periodic thorough evaluations as indicated by your age and medical status. Your doctor will communicate his or her recommendations relative to follow-up care.

We provide diverse ophthalmic specialties to treat the many different eye problems.

### **Office Hours and Appointments**

Regular office hours are Monday through Friday 9 a.m. to 5 p.m. with evening hours until 9 p.m. on Monday, Tuesday, and Thursday evenings.

Your doctor may require special diagnostic tests, which can be time consuming. **Please plan for up to a two-hour appointment.** You may have dilating drops instilled, which may require you to have a driver, and certainly will extend your appointment. Please allow appropriate time for this appointment.

We would appreciate your calling at least 24 hours in advance if you must cancel your appointment. A "no-show" fee could be applied at your providers' discretion.

Our receptionists are well trained in obtaining all necessary information. Please do not consider their inquiries an infringement on your privacy. This will help our office to schedule an appropriate time for you with the appropriate physician

### **Prescriptions**

Please ask for medication refills at the time of your visit. If you wait until your prescription has completely run out before contacting our office, there is a possibility your physician will not be available to authorize a renewal.

**Cataract Surgery and Intraocular Lenses**  
Adam J. Altman, MD  
Y. Katherine Hu, MD, MS  
Lawrence E. Kenney, MD  
Michael A. Malstrom, MD  
Mehul H. Nagarsheth, MD  
Abhishek K. Nemani, MD  
Jonathan D. Primack, MD  
Kevin J. Shah, MD

**Comprehensive Ophthalmology**  
James W. Bush, MD  
Y. Katherine Hu, MD, MS  
Lawrence E. Kenney, MD  
Michael A. Malstrom, MD

**Comprehensive Optometry**  
Helga S. Barrett, OD  
Leslie P. Brodsky, OD, FAAO  
Jennifer H. Cho, OD, FAAO  
Gary L. Dieterick, OD  
Marion J. Haligowski III, OD  
Martin F. Miller, OD  
Monica Wang, OD  
Denis Wenders, OD

**Corneal Disease and Bladeless Laser Vision Correction**  
Adam J. Altman, MD  
Jonathan D. Primack, MD  
Kevin J. Shah, MD  
**LASIK: 610-378-8500**  
**LASIKdoneRight.com**

**Glaucoma**  
Mehul H. Nagarsheth, MD  
Abhishek K. Nemani, MD

**Low Vision**  
Dawn Hornberger, OD, MS

**Oculoplastics and Cosmetic Surgery**  
David S. Goldberg, MD, FAAP

**Orthoptic Therapy**  
Jennifer H. Cho, OD, FAAO

**Pediatric Ophthalmology and Adult Strabismus**  
David S. Goldberg, MD, FAAP

**Retina and Vitreal Diseases**  
Michael Cusick, MD  
Barry C. Malloy, MD  
Anastasia Traband, MD

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**WYOMISSING**  
1 Granite Point Dr, Ste 100  
Wyomissing, PA 19610  
TEL 610-378-1344  
FAX 610-378-9508  
TF 800-762-7132

**POTTSTOWN**  
100 Schuylkill Med Pl, Ste 100  
Pottsville, PA 17901  
TEL 610-621-5690  
FAX 610-622-9285  
TF 888-888-7994

**POTTSTOWN**  
293 Armand Hammer Blvd  
Pottstown, PA 19464  
TEL 610-327-8528  
FAX 610-327-4155  
TF 800-762-7132

**LEBANON**  
770 Norman Dr  
Lebanon, PA 17042  
TEL 717-272-2161  
FAX 717-270-0301  
TF 800-762-7132

**BLANDON**  
219 East Wesner Rd  
Blandon, PA 19510  
TEL 610-926-4241  
FAX 610-926-8160  
TF 800-762-7132

## **Surgery**

Surgery may be done at one of the following locations: Pennsylvania Eye and Ear Surgery Center in Wyomissing, Physicians Care Surgical Hospital in Royersford, Surgery Center of Pottsville, Physicians Surgical Center of Lebanon and at various locations of the Tower Health network. If you are to be scheduled for surgery, one of our surgical scheduling staff will make the arrangements for you.

## **Telephone Calls**

All non-emergency calls should be made between the hours of 9:00 a.m. to 5 p.m. Medical situations are handled by the ophthalmic technicians, nurses and doctors; financial questions, by our billing and insurance department. Our receptionists answer our telephones during normal office hours. In an emergency, the answering service will contact the physician on-call. If you call while the doctor is with another patient, please leave your message with the doctor's assistant. He or she will, if necessary, relay your problem to the doctor, who will then get back to you with further instructions or convey those instructions back to you via the assistant. Generally speaking, if the question is not of an emergency nature, the doctor will get back to you that same day, but not necessarily within the next hour. If you believe that your situation requires immediate attention by a physician or an appointment that same day, please advise our receptionists of that need. If you need to reach the on-call doctor after hours, call (610) 378-1344, and our answering service will assist.

## **Fees and Billing**

We feel that the fees charged by this office are fair and reasonable. Please do not hesitate to call our billing department with any questions regarding your charges. We participate with most major insurances, HMO's and vision plans. We will file claims for insured services that fall under one of these insurance programs. The payment will come directly to Eye Consultants of Pennsylvania, and you should receive an explanation of benefits from your insurance company. If you are not a member of one of the insurance programs with whom we participate, payment in full is expected at the time of service.

Surgical procedures will be billed to all carriers. It is the patient's responsibility to obtain a referral, if needed, for HMO insurances. If a referral is not presented at the time of service, the patient will be responsible for payment of that service, at the time of service. All co-payments are due upon arrival. For an up-to-date listing of insurance carriers with whom we participate, please visit our website. Please contact your insurance carrier if you have a question regarding participation status with our practice.

We believe strongly in the integrity of the doctor-patient relationship. Therefore, to protect your privacy, be assured we will never release any of your personal or medical information without your consent.

## **Your Records**

Your medical records are available 24 / 7 through our Patient Portal. In addition, you can view your accounting records, pay your bill, request an appointment, refill your medications, email your doctor / staff with questions, see your patient summaries, etc. Please speak to our reception staff to obtain a token to access our Patient Portal at [www.EyeConsultantsOfPa.com](http://www.EyeConsultantsOfPa.com), click on **Patient Portal Sign In** on the left side of the home page.

Our office will provide the answers to any additional questions you may have. We are always receptive to any questions or constructive criticisms that you may have regarding our medical practice.

Wishing you the best of health!