



Eye Consultants

OF PENNSYLVANIA, PC

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.

Adult Strabismus
Cataract Surgery &
Intraocular Lenses
Comprehensive
Ophthalmology & Optometry
Contact Lenses
Cornea & External Diseases
Corneal Transplants
Cosmetic & Reconstructive
Eyelid Surgery
Cosmetic Botox—Latisse
Diabetic Eye Care
Diabetic Retinopathy
Glaucoma Eye Care
Laser Vision Correction
(Including Bladeless LASIK)
LASIK: 610-378-8500
LASIKdoneRight.com
Low Vision
Macular Degeneration
Neuro-Ophthalmology
Oculoplastics
Orthoptic Therapy
Pediatric Ophthalmology
& Optometry
Vitreoretinal Diseases

WYOMISSING

1 Granite Point Dr
Ste 100
Wyomissing, PA 19610
TEL 610-378-1344
FAX 610-378-9508

POTTSTOWN

100 Schuylkill Med Pl
Ste 100
Pottsville, PA 17901
TEL 570-621-5690
FAX 570-622-9285

POTTSTOWN

293 Armand Hammer Blvd
Pottstown, PA 19464
TEL 610-327-8528
FAX 610-327-4155

LEBANON

770 Norman Dr
Lebanon, PA 17042
TEL 717-272-2161
FAX 717-270-0301

BLANDON

219 East Wesner Rd
Blandon, PA 19510
TEL 610-926-4241
FAX 610-926-8160

TOLL-FREE

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 or Physicians Care Surgical Center 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 insurance carriers 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 and certain other managed care plans. 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 a listing of insurance carriers with whom we participate, please visit our website. Please contact your insurance carrier to confirm participation status and coverage 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 EyeConsultantsOfPa.com, click on **Patient Portal** at the top of the homepage.

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!