



# 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 sudden (or acute) eye problems that arise, as well to help prevent future problems. We provide diverse ophthalmic specialties to treat the many different eye problems. Because of our extensive 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 be followed with periodic evaluations as indicated by age and medical status. Your doctor will communicate his or her recommendations relative to your follow-up care.

## **Office Hours and Appointments**

Regular office hours for most of our locations are Monday through Friday 9 a.m. to 5 p.m. with some locations offering weekday evening hours (for details see right margin). Our receptionists are well trained in obtaining all the necessary information needed to schedule an appointment time for you with the appropriate physician. At Eye Consultants of Pennsylvania, we pride ourselves on taking as much time as necessary to provide you with the high-quality care that you deserve. We advise every patient to allow between two and three hours for your appointment as your doctor may require special diagnostic tests, which can add time to your visit. Please plan for extended wait times as you may have dilating drops instilled, which will certainly extend your appointment and may require you to have a driver. We would appreciate your calling at least 24 hours in advance if you must cancel your appointment, or a "no-show" fee could be applied.

## **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 readily available to authorize a renewal.

## **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, 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.

Cataract Surgery &  
Intraocular Lenses

Comprehensive  
Ophthalmology & Optometry

Contact Lenses

Cornea & External Diseases  
Corneal Transplants

Cosmetic & Reconstructive  
Eyelid Surgery

Cosmetic Botox

Glaucoma

Laser Vision Correction  
(Including Bladeless LASIK)  
LASIK: 610-378-8500  
LASIKdoneRight.com

Low Vision

Neuro-Ophthalmology

Oculoplastics

Orthoptic Therapy

Pediatric Ophthalmology  
& Adult Strabismus

Vitreo-Retinal Diseases  
Diabetic Retinopathy  
Macular Degeneration

### **WYOMISSING**

1 Granite Point Dr, Ste 100  
Wyomissing, PA 19610  
TEL 610-378-1344  
FAX 610-378-9508  
*Mon, Tues & Thurs: 9am-9pm*  
*Wed & Fri: 9am-5pm*

### **POTTSVILLE**

100 Schuylkill Med Pl, Ste 100  
Pottsville, PA 17901  
TEL 570-621-5690  
FAX 570-622-9285  
*Mon-Wed & Fri: 9am-5pm*  
*Thurs: 9am-9pm*

### **POTTSTOWN**

293 Armand Hammer Blvd  
Pottstown, PA 19464  
TEL 610-327-8528  
FAX 610-327-4155  
*Mon, Wed-Fri: 9am-5pm*  
*Tues: 9am-8pm*

### **LEBANON**

770 Norman Dr  
Lebanon, PA 17042  
TEL 717-272-2161  
FAX 717-270-0301  
*Mon-Fri: 9am-5pm*

### **BLANDON**

219 East Wesner Rd  
Blandon, PA 19510  
TEL 610-926-4241  
FAX 610-926-8160  
*Mon, Wed-Fri: 9am-5pm*  
*Tues: 9am-7pm*

### **TOLL-FREE**

800-762-7132

## **Fees and Billing**

We believe 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. Eye Consultants of Pennsylvania doctors participate with most major insurance carriers and vision plans; however, because insurance plans and carriers change quite frequently, we urge you to check with your insurance carrier in advance on the specifics of your insurance coverage and whether it is accepted by our provider at the location where you have your appointment. 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 insurance 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.

## **Telephone Calls**

### **Emergency Calls: If you have a true medical emergency, call 911 immediately.**

If your injury is so urgent that you cannot wait for an appointment, go directly to your nearest hospital's Emergency Room. There, you will receive initial treatment. Tell the Emergency Room staff that you are an Eye Consultants of Pennsylvania patient. Our doctors will then be contacted by the hospital's staff.

**Non-Emergency Calls:** Office telephones are answered by our receptionists during normal business hours on weekdays. If you believe that your situation requires immediate attention by a member of our clinical staff, or an appointment that same day, please advise our receptionists of that need. Medical situations are handled by the ophthalmic technicians, nurses and doctors. If you call while the doctor is with another patient, please leave your message with the doctor's assistant. He or she will, as necessary, relay your problem to the doctor, who will then get back to you with further instructions or convey those instructions to you via the assistant. Financial questions are handled by our billing department.

**Calls After Normal Business Hours:** After normal hours, calls to the office are answered by our answering service. If appropriate, the answering service will contact the Eye Consultants of Pennsylvania doctor on-call. Otherwise, you can normally expect a return call on the following business day.

## **Your Records**

Our Patient Portal can provide you with important patient information. You can request an appointment, request medication refills, request to see your patient summaries, and send messages to your doctor or our staff with questions. Please call 1-800-762-7132 and speak to our reception staff to request an email invitation allowing registration to our Patient Portal at **[EyeConsultantsOfPa.com](http://EyeConsultantsOfPa.com)**, once you receive your email invitation, click on the link within your email invitation to register and access our Patient Portal.

Our office will provide the answers to any additional questions you may have. We are always receptive to any questions, feedback, or comments / suggestions that you may have regarding our medical practice.

Wishing you the best of health!