

# FREQUENTLY ASKED QUESTIONS GENERAL PATIENT & PRACTICE INFORMATION

### How often should my eyes be examined?

Examination frequency varies by individual. Age factors and medical conditions such as diabetes, and high blood pressure can influence how often an individual should be monitored. Your doctor can suggest an appropriate frequency of examinations.

### Can you recommend a doctor?

All Eye Consultants of Pennsylvania providers are highly qualified. Our specialists are board-certified, and many are fellowship-trained. Visit our website at EyeConsultantsOfPA.com for more details on all of our providers.

# I had cataract surgery, and my vision was good; but now, it's getting worse. I think my cataract grew back — now what?

Cataracts do not regrow. Some people do develop haziness after surgery which can be corrected. This can be easily rectified with a minor laser procedure. Please call for a follow-up appointment with your doctor to confirm a diagnosis.

#### I want LASIK, how much does it cost?

Eye Consultants of Pennsylvania offers a FREE, no-commitment LASIK evaluation, please call our LASIK coordinator at 610-378-8500 for more details and to answer any questions you may have about LASIK and its costs.

# Do you take my insurance?

Eye Consultants of Pennsylvania participates with a wide variety of insurance plans, including most major insurances, HMO's and vision plans. Please contact your insurance carrier if you have a question regarding participation status with Eye Consultants of Pennsylvania.

# Will insurance cover my routine exam?

Please be aware that if you are scheduled for a routine eye exam and the doctor uses a medical diagnosis your medical insurance will be billed, not your routine vision insurance, as your physician can explain at your exam.

# How much does an appointment cost?

Appointment charges vary based on your insurance coverage; all co-pays are due the day of service.

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









### **FREQUENTLY ASKED QUESTIONS**

#### GENERAL PATIENT & PRACTICE INFORMATION

## Where are your offices located? What number do I call for an appointment?

We have five convenient offices in Wyomissing, Pottsville, Pottstown, Lebanon and Blandon. Our office addresses and appointment phone numbers are listed on this sheet. You can also request an appointment online at EyeConsultantsOfPA.com.

### Do you have evening hours?

Yes, but evening hours vary depending on the provider, location, and day of the week (see right margin). Please call our office to schedule a convenient appointment time. Our office addresses and appointment phone numbers are listed on this sheet. You can also request an appointment online at EyeConsultantsOfPA.com.

### How long does it take to get an appointment?

Our office schedules appointments based on provider availability. If you have a medical emergency, dial 911 immediately. If there is an urgent need for care, please call and explain the situation to our appointment staff, and they will try to accommodate you.

## How long does an appointment take?

At Eye Consultants of Pennsylvania, we pride ourselves on taking as much time as necessary to give you the high-quality care that you expect from us—arrival to discharge. We advise every patient to allow between two and three hours for your appointment. Here is what to expect:

- **1. Registration:** 10 to 15 minutes
- **2. Visual Field Testing:** (*if applicable*) 15 to 20 minutes
- 3. Technician Evaluation: 10 to 15 minutes
- **4. Retinal/Nerve Imaging:** (if applicable) 15 to 20 minutes
- **5.** MD/OD Evaluation: (timing varies depending on need for refraction, dilation, office-based procedure) 15 to 60 minutes
- 6. Checkout: 10 to 15 minutes

## Why do my eyes tear so much?

As we age, our eyes start producing fewer tears. In response to this, our eyes then spontaneously tear to lubricate the surface; however, our tears are not only made up of water. They also are comprised of mucus and oil, which gets washed away by excessive tearing. This, then becomes a cycle of dry eye. Patients find this hard to understand because their eyes always seem so wet. We typically suggest using artificial tears for this complaint; however, there are some other medical eye conditions that can cause tearing. We would be happy to schedule you for an evaluation.

#### **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**

1494 Route 61 Hwy S, 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





