WE STRIVE FOR 5

WELCOME

What to Expect During Your Visit

Front Desk Provider Team Check-in and Check-out
- All demographic and insurance information will be confirmed and updated at each visit. Authorizations will be collected.
- Co-pays and any amount due for routine, cosmetic services or prior balances will be collected at check-in.
- Assist with arranging a time for you to meet with a financial counselor.
- Schedule follow-up appointments or referrals as directed by your provider.

Technician Provider Team
- Will review and update allergies, medications, and your diagnoses list.
- Dilate your eyes accordingly.
- Perform refractions, ultrasounds, etc.

Imaging and Testing Provider Team
- Perform Visual Fields.
- Perform Imaging Tests, OCT, Fundus Photos, Corneal Imaging, etc., as ordered by your physician.

Care Provider
- Your care provider will review the information provided by the provider technician and imaging teams.
- Your care provider will review and discuss with you the findings of the care teams.
- Your care provider will perform an ocular health exam.
- Your care provider will discuss the assessment and treatment plan with you.

***We are a teaching institution, so doctors completing their residency or fellowship may be involved in your care today.

Additional Tests:
- Your care provider may order ophthalmic testing and/or photography for you. This will extend your visit time.

If at any time you would like an update on the status of your visit, please ask any of our team members for an update.

WE WANT TO HEAR FROM YOU!

You may receive a satisfaction survey by email. Please fill this out so we can hear what we’re doing well and/or what we can improve.
THINGS TO EXPECT WHEN YOU COME FOR YOUR VISIT

- For routine eye exams, the following is the approximate total time you can expect for your appointment:
  - New Patients: 2-3 hours
  - Return Patients within 1 year of last visit: 1-2 hours

- For non-routine eye exams, the following is the approximate total time you can expect for your appointment:
  - New Patients: 3-4 hours
  - Return Patients within 1 year of last visit: 2-3 hours

- We ALWAYS need to see your insurance cards, even if you were seen recently in our clinic.
- We collect copays and coinsurance at each visit. You should expect to pay a Specialist copay.
- We collect payment in full for routine care on the date of service. We are participating providers with Superior Vision and Community Eye Care for routine care.
- Refractions ARE NOT covered by Medicare, Medicaid, or most payers.
- Most visits are dilated exams and you may be more comfortable with having a driver that day.
- We have an early arrival policy; please do not arrive for check-in more than 15-minutes before your appointment time.

FINANCIAL ASSISTANCE PROGRAM (FAP)
The following services are some of the NON-COVERED items if you are a participant in the UNC Health Care Financial Assistance Program:
- Routine eye exam
- Refractions
- Refractive surgery
- Refractive lens exchange
- Elective Procedures
- Most intravitreal drug therapies - Avastin, Lucentis, Eylea, Illuvien, Ozurdex, etc.

Please contact our financial counselors with any questions: 984-974-2035 or 984-974-2049

URGENT CARE- If you have an eye emergency during clinic hours, please call 984-974-2020 to speak with our Triage Technician. For after-hours eye emergencies please call 984-974-1000 and ask for the Ophthalmologist on call or go directly to the Emergency Room.

CANCEL/RESCHEDULE- Please call 984-974-2020 to cancel or reschedule your appointment. Please allow a 48 hour notice.
Please visit our website: www.unceye.org for additional patient, faculty, and physician information.

Thank you for choosing UNC Eye Centers for your vision care!