

WHAT TO EXPECT

ON YOUR FIRST VISIT



WELCOME TO JOHNSON CITY EYE CLINIC AND SURGERY CENTER

We look forward to seeing you and hope that the following requests will be of help to you as they will greatly assist our staff and physicians in your care. We would like to ask that you arrive fifteen minutes prior to your appointment to allow our front office time to complete the patient registration process. We respect your time and would like to make your visit as efficient as is reasonably possible.

WHAT TO BRING

Please bring your valid photo ID and insurance card(s) to your appointment along with copies of any medical records that may be pertinent to your visit.

Please bring any necessary referral that your insurance company may require to this appointment.

If you are a diabetic, please be certain that you have eaten before you arrive.

Due to the possibility that your eyes will be dilated, you may wish to arrange for transportation to and from your appointment.

We understand that patients often are escorted to their appointments by more than one family member. However, due to the size of the sub-waiting areas, we ask that all but one family member or escort please remain in the main lobby.

If you have an appointment with our contact lens technician, please be certain that you wear your lenses to your appointment.

DURING YOUR VISIT

Our goal is for our clinic to run on time, however, high demand and daily medical emergencies can result in delays. Generally, a comprehensive eye exam with dilation requires approximately one and a half to two hours. If you have urgent time restrictions, please let us know in advance.

Please be aware that depending on amount and nature of thorough testing required, it is possible that your visit could be as long as two to four hours.

FEES AND PAYMENT

The co-pay listed on your insurance care will be collected at the time of your visit. If you are unable to pay the portion due, you must make payment arrangements with our Insurance and Billing department prior to your visit.

CANCELLATION

Please notify our office 24 hours in advance if you are unable to keep your scheduled appointment. Uncancelled appointments are disruptive to our practice and unfair to those waiting for appointments. Failure to cancel or reschedule appointments may result in a no-show fee being charged. Patients who routinely miss appointments without cancellation cannot be retained in our practice.

Thank you for choosing Johnson City Eye Clinic for your eye care needs. We are committed to serving your eye health. Please let us know if we can improve our service in any way.