



## New Patient Information

Welcome to Children's Eye Care! We are pleased that you have entrusted us with the care of your child's eyes. We hope that you will find your visit a pleasant one. We have gone to great lengths to make your child's eye examination as stress-free and fun as possible!

Here are some answers to common questions about your visit. Please call us if you have additional questions.

1. How long will the visit take?

Expect to be here for about an hour and a half for a new patient exam. Please arrive at least 15 minutes prior to your appointment for check in.

2. Why do my child's eyes need to be dilated, and what is the medication?

Your child's eyes will most likely be dilated with a cyclopentolate/phenylephrine mixture. This medication allows the doctors to get a good view of the inside of the eye and helps them get a more accurate reading for glasses if needed. The medication will make your child's pupils quite large and the eyes can stay dilated anywhere from 2-3 hours to 2-3 days. This will not harm your child's eyes in any way, but it can make him or her more light sensitive and make the near vision quite blurry for a few hours. We will dispense a pair of disposable sunglasses after the exam is over for comfort in the bright light. It's okay for your child to return to school with blurry vision, but we advise you to discuss this with the teacher so he or she is aware of the situation.

3. If my child needs glasses, can I get them at your office?

We do have an optical shop in our clinic that specializes in children's eyeglasses and we have an excellent warranty on our eyeglasses! Although we accept many insurance plans there are some that we do not accept. We can help you sort this out at your visit.

4. What if we need to cancel our appointment?

We ask that you call us at least 48 hours before your appointment. If we have the correct phone number in our system, you will receive a confirmation call and text reminder of your upcoming appointment 2 business days before your visit. If you fail to notify us **prior** to your appointment you will be charged a **\$75.00** no show or late cancellation fee. We can be reached at 425-823-3937 if you need to cancel or reschedule. If your child is sick, we ask that you call to reschedule (there is no fee for illness).

5. Can I get my eyes examined along with my child?

Our clinic is a pediatric ophthalmology practice and treats children only. We see adults only if they have strabismus (eye muscle misalignment) only if referred by an ophthalmologist. As with most pediatricians, we consider anyone 18 and older an adult.

### Insurance

**It is important that you're aware of your insurance benefits and how they will apply to your visit. We will be happy to submit the claim to your insurance company. It is your responsibility to know what your insurance plan covers. We hope that the information below will help you to understand how your visit will be submitted to your insurance company and what you may be responsible for covering.**

Your insurance benefits may vary based upon the reason for your visit. There are many factors that will help us determine whether your visit will be billed to your insurance company as a "medical" visit or a "routine eye examination". Many insurance plans do not cover routine eye examinations. Please check with your insurance company if you have concerns about your coverage prior to your visit. We do offer a 30% discount to patients who do not have routine vision coverage if you pay at time of visit.

**Routine Eye Examinations.** A "routine eye exam" takes place when you bring your child in for an eye examination without any medical problem or condition, where there are no symptoms except for visual changes that can be corrected with eye glasses or contacts, and the doctor screens the child's eyes and finds NO MEDICAL PROBLEMS. Glasses may be prescribed or the eyeglass or contact lens prescription updated. Routine eye exams may be covered by vision insurance if you have it, but not by your medical insurance.

**Medical Eye Examinations.** Your child's visit may be coded as a "medical eye examination" if your child is being evaluated or treated for a medical condition or symptom that you bring up, an eye problem that you tell our staff or technician about, or a condition that the doctor finds during the examination. Some examples of medical reasons are headaches, diabetes, glaucoma, eyes that cross in or out, cataracts, amblyopia (lazy eye) and eye infections. There are many other reasons that your visit may be considered medical, these are only a few examples. Your medical insurance can be used for exams with a medical diagnosis.

**What is a refraction?** A refraction is a test that determines whether a patient has normal vision. This is done by looking through a phoropter or if your child is too young to identify letters or picture, with a retinoscope. This test will determine if your child is nearsighted, farsighted or has an astigmatism. An eyeglass or contact lens prescription is determined by this test. This test is a necessary part of your child's eye exam whether it's a medical visit or routine eye exam.

**Will your insurance pay for refraction?** Although this is a vital test to understanding your child's eyes, the refraction is often not a covered benefit through many insurance plans. If you have "routine vision coverage" it most likely will be a covered benefit once per year. We offer a 30% discount for those who do not have this coverage through their medical plan. Please check with your insurance company if you are concerned or unsure about this charge. The procedure code is 92015. Payment is expected at the time of your child's visit along with your co-pay.

**VSP (Vision Service Plan)** If your vision plan is VSP we need to be aware of this coverage prior to your exam to obtain an authorization. VSP **ONLY** covers routine eye exams. If your child is being seen for a

medical condition or if the doctor determines that your child's problem falls under the category of a "medical eye exam" it will be billed to your medical insurance not your vision plan and will be subject to co-pays and deductibles according to your plan. Insurance companies frown upon coding your visit according to what your insurance covers so please do not ask us to do this for you.

Children's Eye Care  
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Kirkland, WA 98034  
425-823-3937 (Phone)  
425-823-7479 (Fax)

**Please fill out the registration page and mail or fax it back to our office as soon as possible. If you are able to make a copy of the front and back of your insurance card please forward that as well. Thank you!**

**We look forward to meeting you!**

K. David Epley, M.D.  
Krista A. Heidar, M.D.  
Aida Mekouar, O.D.

#### **DIRECTIONS TO OUR OFFICE**

##### **SOUTHBOUND ON I-405**

- Take the NE 124th Street Exit 20.
- Turn left onto NE 124th Street; take a left at Totem Lake Boulevard/124th Avenue NE.
- Continue on Totem Lake Boulevard up the hill to NE 128th Street and take a right.
- Parking garage entrance is on the left. The parking is free of charge.

##### **NORTHBOUND ON I-405**

- Take the 124th Avenue NE/Totem Lake Boulevard Exit 20B
- Stay to the right and follow the Totem Lake Boulevard Exit.
- At the stoplight, turn left onto Totem Lake Boulevard, continue up the hill to NE 128th Street and take a right.
- Parking garage entrance is on the left. The parking is free of charge.

##### **CARPOOL DIRECTIONS**

- Take the 128th Street Carpool Exit
- Northbound; turn right off the exit onto 128th Street
- Southbound; turn left off the exit onto 128th Street
- Parking garage entrance is on the left. The parking is free of charge.