

Welcome to Philadelphia Eye Associates!

We are honored that you have chosen us as your eye care provider. Our expert team of physicians offer services such as comprehensive eye exams and surgical care, including office-based IV-free cataract surgery in a comfortable setting.

To help us serve you better, on the day of your appointment, please **bring a valid photo ID and your medical insurance card** as well as a list of your current medications and your prescription eyewear. **Please take a moment to review the following policies and information before your appointment.**

We appreciate you taking the time to review this document and we look forward to meeting you at your upcoming appointment.

Our Services

We provide a full range of eye care services, including:

- Routine and contact lens exams
- Cataracts (Offering Office-Based Surgery)
- Glaucoma
- Dry Eyes
- Diabetic Eye Exams
- LASIK, PRK, and EVO ICL
- Keratoconus
- Specialty contact lenses
- Oculoplastics
- BOTOX®, Dysport® and Fillers

No-Show Policy

If you need to reschedule or cancel your appointment, please call us at least **24 hours** in advance. No-shows and late notifications will incur a \$25 fee for the first occurrence and \$50 fee for subsequent occurrences.

Referrals

If your medical insurance plan requires a referral to see a specialist, it is your responsibility to ensure that your primary care physician submits the referral to our office before your appointment.

To assist in processing, please provide our group NPI #1922009596 when requesting a referral from your primary care provider.

Patient Portal

We recommend all patients to sign up for a patient portal account, which provides a secure and safe way to communicate with our office. Any updates provided through the patient portal will be reviewed prior to your appointment. Patient initiated portal messages to our team and Physicians are reviewed between normal business hours (Monday through Friday, excluding Holidays).

Through the Patient Portal, patients are able to:

- Review and update demographics, insurance information, and medical records
- Request medication refills
- Request, reschedule, or cancel an appointment
- View and print your previous visits
- View and print your current prescription for glasses or contact lenses
- Review your current and past billing statements

Why use the portal before your visit?

Filling out your medical history prior to your appointment, saves you time at check-in and during your examination to ensure your doctor has the most accurate, up-to-date information.

How to sign up:

For your privacy and security, the Patient Portal can only be activated through a secure link sent directly from our office. Please call us, and we will send the link via email so you can set up your account. Once you have signed up you can access the portal through our website and/or by clicking the link below.

Patient Portal Link: philadelphiaeyeassociates.ema.md/ema/patient/portal/

Financial Responsibility Policy

All copayments, deductibles, co-insurance, account balances and any out-of-pocket expenses are due at the time of service.

We accept cash, credit/debit cards, and checks. Patients who are uninsured, or if patient insurance does not cover the services provided, full payment is due at the time of service. Any and all remaining balances after an insurance processes patient claims is the responsibility of the patient/guarantor and must be paid promptly.

If you have questions about your coverage or expected costs, please contact our office before your scheduled appointment.

Refraction Policy (Eyeglass Prescriptions)

What is a refraction?

A refraction is the process of determining your best corrected vision and if there is a need for corrective eyeglasses.

Refractions are included in a routine eye exam, often covered by a patient's vision insurance.

Refractions are not covered by Medicare.

Contact Lens Exam Policy

A contact lens exam requires an additional fee beyond the standard eye exam. The fee covers additional testing and measurements needed to evaluate and prescribe contact lenses. Please note contact lens prescriptions are valid for one year from the date they are written.

A yearly exam is required for contact lens prescription renewal.

Please contact your vision insurance carrier to see if contact lens exams are covered under your policy. Most medical insurance plans do not cover a contact lens exam.

Acknowledgement of Policies

By signing below, I confirm that I have received and understand the practice policies of Philadelphia Eye Associates as outlined in this "New Patient Guide".

Including:

- Services
- No-Show Policy
- Referrals
- Patient Portal
- Financial Responsibility Policy
- Refraction Policy (for Glasses Rx)
- Contact Lens Exam Policy

We appreciate your cooperation in helping us follow these guidelines so we can provide you the highest quality of care.

Print Name: _____

Signature: _____

Date: _____