



Thank you for choosing Mountain View Eye Center! We look forward to your visit! Eye exams are different from other types of doctor visits. Please read through the following key points prior to your appointment:

What to Bring to Your Eye Appointments

- Primary care referral, if applicable. Please check your insurance card to see if a referral is required.
- Current medical and vision insurance cards, if applicable
- List of current medications (including dosage)
- Eye drops you are currently using, if applicable
- Current eyeglasses and contact lens boxes, if applicable, so the doctor can see what you use
- Flex Spending or Health Savings card, credit card (Visa or Mastercard), cash, or check to pay your co-pay and any account balance you may have
- Sunglasses for after dilation, optional. We have disposable shades if you do not have sunglasses.

What to Expect for a Comprehensive Dilated Eye Examination

- Please check in with a receptionist. She will scan your current insurance cards and collect any necessary payments. She will give you patient and medical history forms to fill out (5-15 minutes).
- An ophthalmic technician will begin your exam process by taking several measurements and perform various tests on your eyes and visual system. He/she will ask about any eye problems you have. You will be given dilation eye drops that will make your pupils large and temporarily neutralize certain internal eye muscles. This allows the doctor to determine your true prescription and examine the inside of your eye (15-30 minutes).
- After waiting for the dilation drops to take full effect (20-30 minutes), you will be escorted to an exam room. The doctor will further examine your eyes and discuss his findings with you (10-20 minutes).
- The doctor may recommend further testing that same day or during a separate visit (10-20 minutes).
- If surgery is recommended, you will meet with our Surgical Coordinator, to schedule a date and time for surgery and provide you with additional information about the surgery (10-15 minutes).
- If you are given a prescription for eyeglasses, one of our ABO-certified opticians can help you pick a frame and understand the lens options available to fit your lifestyle (10-30 minutes). You are welcome to view our frame selection and talk with an optician before your exam or while you are waiting to dilate. You may also choose to come back another day to pick out glasses. If you have vision insurance or have had cataract surgery, you may have a benefit that may help cover the cost of eyeglasses.
- If you are given a contact lens prescription, you can order them with our office that day or at a later date. Many manufacturers offer rebates for contacts if purchased through our office. If you have vision insurance, you may have a benefit that may help cover the cost of your contact lenses.

*As you can see from the time approximations above, it is possible to spend up to about 2 hours in our office (although it is usually less). Please plan your schedule accordingly.

What to Expect for a Non-Dilated Eye Examination

- Please check in with a receptionist. She will scan your current insurance cards and collect any necessary payments. She will give you patient and medical history forms to fill out (5-15 minutes).

- An ophthalmic technician will begin your exam process by obtaining the appropriate measurements and/or tests for your specific visit (5-10 minutes).
- If special testing was ordered by the doctor, these test(s) may be performed before, during, or after your time with the work-up technician (5-20 minutes, depending on the test).
- The doctor will examine the pertinent parts of the eye associated with this visit and discuss his findings with you (10-20 minutes).

*With most (but not all) non-dilated visits, you should be done within an hour of your scheduled arrival time.

For Patients Interested in Contact Lenses

If you have never worn contact lenses and would like to start or wish to switch contact lens brands, please be advised that this is a two-step process. The initial appointment is a comprehensive dilated eye exam where the doctor will evaluate the health of your eyes and confirm whether or not you are a good contact lens candidate. A separate appointment will be made for a Contact Lens Fitting which is not covered by most insurances. Fitting fees range depending on the difficulty of your fitting. This fee covers the work of the doctor to confirm you get a lens that fits your eye well, trial lenses for you to take home and wear, any necessary contact lens handling training, and any follow up fitting visits required to get a good final result. Our staff can discuss the Contact Lens Fitting fees with you.

For Children

Because of the use of eye drops and bright lights, eye exams can be a difficult experience for young children. Often, children are more at ease when a parent can explain what will happen during the eye exam prior to the visit. Please consider bringing any “comfort toys” or devices that may help improve their experience.

Medical vs Vision Insurance

Ophthalmology/optometry is the only medical field that can be billed by two different types of insurance (medical and vision). It is important to understand that depending on what you are being seen for, what you need to have done, and the doctor’s findings will determine if your exam will be billed as a medical or vision exam. If your insurance dictates any deductible, coinsurance, co-pay, and/or non-covered charges that were not already collected, you will receive a statement in the mail.

Refractions

A refraction is a process used to determine how near- or far-sighted you are and whether or not you have astigmatism. This can be done by an auto-refractor and/or manually by a technician or doctor. This is a necessary part of an exam to determine your best vision, whether or not you wear glasses or contacts or want a new prescription. Insurances view refractions as a separate test and it may or may not be covered by your insurance. If it is non-covered, the refraction is discounted to \$40.

Emergencies

Our doctors see eye emergencies that may need to be added in to an already full schedule. While we plan ahead for these instances, we cannot always anticipate the number or severity of emergencies on a particular day. We try to add emergency patients at times that will be least disruptive, however, it may still lead to delays. We appreciate your understanding as we try to accommodate our patients who find themselves in an urgent situation. Should you experience an eye emergency yourself, please call our office immediately at 801-773-2233. If it is after hours, there will be a doctor on call to accept your phone call.