



1710 S 70<sup>th</sup> Street  
Lincoln, NE 68506  
(800) 742-2224 · (402) 484-9000

## CLINIC POLICIES

### **Appointment Policy**

Appointments are required to see our physicians, and can be made by calling (402) 484-9000. We cannot guarantee availability of walk-in appointments for non-emergencies. If you wish to be seen on an urgent basis, we recommend calling our triage nurse at (402) 484-9003 to discuss your problem and she will assist you in obtaining an appointment.

In order for our clinic schedule to run efficiently, we request that you arrive on time for your appointment. If you know in advance that you will be late, please call the office to notify us. If you are more than 20 minutes late for an appointment (or 10 minutes late for a visual field appointment) and have not called in advance, you may be asked to reschedule.

When you come in the day of your appointment, please bring all medical insurance cards, a current photo ID, your new patient paperwork, current medication list and any healthcare POA or guardianship papers you may have. Any past due balances and co-pay will be collected at your appointment. Patients who are considered self-pay will be expected to pay in full for services provided at the time of the appointment. Self-pay patients will be provided a Good Faith Estimate prior to appointment. Minor patients under the age of 19, must have a guardian with them at all appointments. A photo of the minor patient will be taken for their medical chart and a photo ID of the guardian must be provided during the appointment check-in process.

Appointments will be scheduled only 6 months in advance. If your doctor has recommended that you return at a greater interval, we will send you a postcard with your appointment 4-6 weeks in advance. We request that you call if this appointment does not fit with your schedule.

### **Missed Appointments**

A missed appointment without a 24 hour notice is considered a "No-Show". There may be a \$50 fee assessed which will need to be paid in full prior to scheduling any further appointments.

### **Emergencies**

Our doctors are available 24 hours a day for emergencies. If you have an ocular emergency after clinic hours, call the main clinic number, (402) 484-9000, and you will be transferred to the answering service. If your emergency is life threatening or involves serious injury, call 911 or go to the nearest emergency room.

### **Medication Refills**

Medication refills may be requested by either the patient or pharmacy by calling the triage nurse, (402) 484-9003, during clinic hours. All refills are subject to approval by one of our physicians. If you have not been seen in our clinic for more than one year or have failed to show for 2 consecutive appointments, you may be asked to schedule an appointment before your prescription is refilled.

### **Dilation**

As part of your examination, your doctor may dilate your pupils. You have the right to refuse the procedure, however, your doctor will not be able to offer you a complete eye examination. With dilation, most patients experience light sensitivity and difficulty with reading. Some individuals may also have difficulty seeing in the distance. We recommend you drive with caution or consider having a driver available after dilation. Most dilation wears off in 4-6 hours. We offer disposable sunglasses for your convenience.

### **Waiting Room and Clinic Policies**

Coffee and other beverages are provided for your enjoyment in the main waiting room only. Food and beverages are not allowed in examination rooms or clinic waiting rooms.

Cell phone usage is allowed in the main waiting room only. Please turn your cell phones off when entering the clinic area, as cell phone use is disturbing to other patients.