

PATIENT INFORMATION BOOKLET



Valley Eye Physicians & Surgeons

Steven R. Brusie, M.D.

Paul L. Gunderson, M.D.

Gisela Velez, M.D., M.P.H.

Lawrence Rand, M. D.

**Comprehensive Eye Care – Routine Exams - Eyeglasses
Cataracts – Glaucoma – Diabetes – Macular Degeneration**

Medical Office Building, Suite 240

190 Groton Road

Ayer, MA 01432

Nashoba Valley Medical Center

978-772-4000

Valley Eye Physicians & Surgeons - PATIENT INFORMATION BOOKLET

WELCOME

Welcome to our practice. We offer routine eye exams as well as state-of-the-art subspecialty care for patients with cataracts, glaucoma, diabetes, and macular degeneration. In addition, we provide “24-7-365” emergency coverage for our patients.

In order to accomplish this, we ask you to spend some time reviewing this Patient Information Booklet. Our office is operated on the principle that you are the most important person in the office and that your care, both medically and personally, is the prime interest of the doctors and staff. If you have any questions, please do not hesitate to ask any one of us.

INTRODUCTION

An Ophthalmologist is a physician (medical doctor) who specializes in the treatment of disorders of the eye. The doctor's services include surgery, the diagnosis and treatment of eye diseases, the examination for prescription lenses, and all phases of eye health care.

We have a fully qualified staff to help you and are equipped with the latest ophthalmic instruments. The office personnel can take care of your appointments, insurance, and other needs.

For an appointment, please call the receptionist at **978-772-4000**. For information regarding your insurance or your bill, please call and ask for the insurance secretary.

Please advise the receptionist when you come in of any change in your address, phone number, marital status, insurance, etc. that might have occurred since your last visit.

OFFICE HOURS

The office is open from 8 a.m. to 5 p.m. Monday through Friday. Our staff is available during those hours to make appointments, and to answer questions.

Our doctors see patients in this office each day Monday through Friday, except for the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Columbus Day, Thanksgiving, and Christmas.

APPOINTMENTS

Our doctors must work by appointment; therefore, please call **978-772-4000** to schedule a time to see them. This gives them an opportunity to allocate their time and proves to be more convenient for the patient. Unfortunately, patients do not always become ill on schedule, and emergencies do occur; hence, delays in the schedule are inevitable. A sincere attempt is made to adhere to the schedule as much as possible.

We also keep a standby list for the benefit of those who would like an earlier appointment. *If you cannot keep an appointment, a twenty-four (24) hour cancellation notice would be appreciated.* This courtesy on your part makes it possible to give an unfilled appointment to another patient.

TELEPHONE CALLS

The office staff has been trained to answer most questions. If they are unable to answer your question, your chart will be reviewed by the doctor and the answer will be relayed to you by the medical staff.

EMERGENCIES

If an emergency should arise on a weekend, evening, or holiday, please call us at **978-772-4000** and you will be given the telephone number of the covering physician.

If you find it inconvenient to see the covering physician, you may go to the emergency room at The Massachusetts Eye and Ear Infirmary, Emerson Hospital, Nashoba Valley Medical Center, or Leominster Hospital. Each of these facilities maintains a full-time emergency room, staffed 24 hours a day by physicians trained in the management of eye emergencies. The emergency physician will call our doctor in consultation if required.

EXAMINATION FEES

In general, fees charged by this office are comparable to those charged by other ophthalmologists in the area. Since there is not a routine combination of tests which apply to all patients, it is difficult to outline all the costs that might be involved in advance of the appointment. However, since we recognize the need for definite understanding between the patient and doctor regarding financial arrangements for medical and surgical care, we invite you and your family to discuss fees and methods of payment with the secretaries or your doctor.

INSURANCE

Surgery: The insurance forms for all surgical procedures are completed and filed for you by our insurance secretaries.

Medicare, HMOs, Blue Shield, Champus, and State Commission for the Blind:

We will bill these agencies directly for all covered services. We participate in the Medicare Program and accept the fees determined by the federal and state governments. Medicare will cover 80% of the allowable charges for most procedures; patients are responsible for the remaining 20%. Medex or other secondary insurance usually covers most of the 20% balance on surgery but not office visits.

Our office participates in more than 80 managed care plans. These include AETNA, Cigna, Fallon Select, BlueCare 65, HMO Blue, Harvard Pilgrim Healthcare, Medicare, Tricare, Tufts, United Healthcare, and many more. The Vision Plan we accept is Eye Med Vision Plan. Please ask our secretaries about your plan if it is not in this partial listing.

Co-payments: All co-payments are due at the time of service, unless other arrangements have been made prior to visit.

Method of payment: American Express, Discover, Mastercard, Visa, Check or Cash.

CANCELLATIONS

If you cannot keep an appointment, a twenty-four (24) hour cancellation notice would be appreciated. This courtesy on your part makes it possible to give an unfilled appointment to another patient.