

**Western Reserve Ophthalmology Associates, Inc.**  
**Commerce Park Building 5**  
**23250 Chagrin Blvd. Suite 440**  
**Beachwood, Ohio 44122**

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## **A Guide for Our Patients**

### **Appointments**

For routine eye examinations, please call far enough in advance so that we can accommodate your schedule. If you need to cancel an appointment we ask for 24 hours notice or you may be charged a late cancelation fee. Plan to be here for at least an hour and a half for a routine full exam.

### **Our telephone number is: (216) 514-1864**

For your safety, please consider having someone drive you to and from your appointment. You will be given eye drops which blur your vision and make you light sensitive. To protect your eyes from the sun you will need sunglasses to wear after your visit. We provide disposable sunglasses but you might want to bring your own. For a patient who does not want to be dilated we have a special camera in our office to take a picture of the retina and optic nerve available for a \$30 fee. This may be appropriate for you. Check with the staff.

### **Appointment Checklist**

**If you wear contacts please wear your contacts to your appointment.**

We ask that you please bring the following items with you to every appointment:

- Your current glasses and contact lenses**
- A copy of your current contact lens prescription**
- A list of any medications you are taking**
- Your current insurance information**
- Referrals and co-payments as required by your insurance**

### **Emergencies**

If a medical emergency occurs, call us immediately. If you call after hours, our answering service will contact us. Call our regular office number and listen for emergency instructions.

## **Office Hours**

Our office is open Monday 8:00-3:00, Tuesday 8:00-12:30 and 1:30-5:00, Thursday 8:00-3:00, Friday 9:00am - 12:30 pm and 1:30 pm - 5:00pm.

We do offer Saturday appointments between 9:00am and Noon once a month.

## **Fees and Insurance**

We accept most major forms of insurance including Medicare. If you want to know about a specific plan, please call our office. In most cases, we will complete and submit claims directly to your insurance company. You are responsible for obtaining needed referrals and for paying any co-payments, deductibles and charges not covered by your insurance.

**Remember most health insurance will not cover refractions (checking for glasses) this includes Medicare and you will be responsible for this \$35.00 fee.**

**Vision insurance usually covers the cost of routine eye exams and helps pay for glasses and contacts.** Please have the name of your vision insurance available. Health insurance companies usually work with a vision insurance provider rather than providing vision coverage directly. Check with your HR department. We participate in Eyemed, VSP and Humana Vision. We are not vision providers for Spectera, United Health Care Vision and Davis Vision.

## **Contact Lenses**

We can fit you for contacts in our office. If you want to be fitted for lenses are sure to let us know when you make your appointment so we schedule extra time. Make sure you bring information about lenses you have worn in the past.

## **Office location**

Our office is on the fourth floor of Commerce Park Building 5, Suite 440. The Building is a large green glass building at the intersection of Chagrin Blvd and Green Road. The building is set back from the street and has a large number five printed across the top. There is access to the parking lot off of Green and Mercantile Roads. Parking is free. A wheel chair is available in our office is you need special assistance.