

Dear Patient,

Welcome to our practice. Enclosed you will find several important pieces of information that require your attention.

Please arrive at our office 15 minutes before your appointment time. When you arrive at our office, you will be asked for the enclosed Patient Registration and Medical History Questionnaire detailing your past medical history. **It is very important that this information be completed prior to your visit so that you have adequate time to complete the forms.** This information is used by the doctor to learn about you and your medical history.

Our receptionist will also ask you for your insurance card(s) and the enclosed patient financial policy statement. We request you read and acknowledge our financial policies. Please check with your insurance company regarding participation with our group and any referral, authorization or pre-certification that is required by your policy. We collect co-pays at the time of service, and you may pay by cash, credit card or personal check.

Our goal is to make your patient experience as comfortable and pleasant as possible. We look forward to meeting you and aiding in your eye care. Please feel free to call us with any questions.

STAFF AND DOCTORS OF REBMAN EYECARE

Vision or Medical Insurance?

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"Today it's relatively common to have a vision benefits plan in addition to your medical insurance. This can lead to confusion about whether you should use your vision benefit or your medical insurance when you visit your eye doctor.

Vision benefit exams are limited, eye-health examinations that include a refraction test, which checks to see whether you need glasses or contact lenses. Certain screening tests may be done for ocular disease, but the primary purpose of a vision benefit examination is to measure your vision.

Your medical insurance should be used if you have any eye problems or disease, or if you have any medical conditions that are known to cause eye problems. A medical eye examination is performed to diagnose and treat diseases of the eye. It is more detailed and complex than a refraction/vision examination.

For example, if you have diabetes, your medical insurance covers a diabetic retinal eye examination by a network eye specialist (optometric or ophthalmologist) every year. This is an examination where the pupils are dilated and the retina is thoroughly evaluated for any diabetic damage. If damage is found, your medical insurance will be used for additional visits and treatments as they are medically indicated. This medical benefit is distinct and separate from any vision plan benefit that you may have.

You should use your vision benefit plan when you are not experiencing any ocular problems and only want a limited wellness exam or when you are checking to see if you need glasses or contact lenses."

Cancellation of an Appointment

In order to be respectful of the medical needs of all our patients please be courteous and call our office promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. This is how we can best serve the needs of all our patients.

If it is necessary to cancel your scheduled appointment we require that you call 24 hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

If a patient is scheduling multiple family members at the same time, the rule of the practice is to have no more than 2 family members scheduled consecutively with a provider.

How to Cancel Your Appointment

To cancel appointments you may call 717-367-7838.

Late Cancellations

Late cancellations will be considered as a "no show".

No Show Policy

A "no show" is someone who misses an appointment without canceling it 24 hours in advance. No shows inconvenience those individuals who need access to medical care in a timely manner.

A failure to present at the time of a scheduled appointment will be recorded in our appointment scheduler as a "no show." The first time there is a "no show," the patient will be sent a letter alerting them to the fact that they have failed to show up for an appointment and did not cancel the appointment. If there is a second "no show," a fee of \$65.00 will be billed to the patient, not the insurance company and this fee is required to be paid prior to scheduling the patient's next appointment.

Rebman Eyecare Mission Statement

The doctors and staff of Rebman Eyecare celebrate the miracle that is vision and recognize that your eyesight is precious beyond measure.

Our mission is to provide excellence in eyecare for the entire family utilizing state-of-the-art technology, superior optical products, and exceptional customer service with old-fashioned concern for our patients.

We emphasize preventative care and education that supports a lifetime of eye health and great vision.