

## **Welcome to Louisiana Eye & Laser Center,**

As your premier eye healthcare provider in Louisiana, you can trust that we always take health and patient care seriously. The wellness of our associates, patients and the communities in which we serve is of the utmost importance to us. Before you arrive at our office, please note the following procedures that are in effect at all Louisiana Eye & Laser Center offices.

### **What to Expect when arriving for your appointment:**

- Social distancing procedures and safety guidelines from the state, federal government and the CDC will be in place at all LA Eye & Laser Center offices.
- All patients are required to wear a face mask prior to entering the building and continue wearing it throughout the appointment.

### **Please bring to your appointment:**

- Completed Patient Information form.
- A list of all medications including: Physician prescribed medications, Supplements, Vitamins and any/or all OTC Medications.
- Any eyeglasses or contact lenses that you are wearing, even if expired.
- All insurance cards: including Medicare, Medicaid, Medical insurance and Vision insurance that we will be filing for your appointments.
- Payment for any services rendered.
- Louisiana Eye & Laser Center will file with your insurance, however at the time of service you will be required to pay any costs that your insurance places as your responsibility.
- Your insurance will be verified approximately 24 hours before the scheduled appointment, if you have questions regarding your financial responsibility, please contact our office to speak with our Insurance and Billing Specialists.
- Louisiana Eye & Laser Center proudly accepts Care Credit as payment for all services rendered.

### **In preparation for your upcoming appointment there is some very important information we would like to provide to you.**

- Be prepared to be in the office for a minimum of two hours. Though your appointment may not last that amount of time, we ask that you please be prepared in the event that it does.
- If you suffer from any medical condition that may require you to eat (example: diabetics needing to maintain blood sugar control), please do so prior to your appointment.

**Dilation of the eyes:**

- Generally and depending on your specific type of appointment, your eyes may be dilated.
- The two most common symptoms of dilation are, light sensitivity and blurred near (reading) vision.
- Dilation will last approximately 4 hours, however children and anyone with light colored eyes may remain dilated a longer period of time.
- If you are uncomfortable driving while dilated, please have a driver with you or available at the end of your visit.
- Temporary sunglasses are provided at both the check-in and check-out desks to assist you after dilation.

**Optical Center**

If you are interested in purchasing new glasses, we recommend viewing our wide assortment of selections available prior to dilation. Our Opticians will assist you in choosing frames and lenses that best suit your needs as well as the provide you with options that may be covered by your specific Vision Insurance plan.

If you are experiencing symptoms associated with COVID-19, have been exposed to someone that has COVID-19, unable to keep your appointment, or you need to reschedule, we ask that you contact one of our Patient Service Representatives at least 24 hours prior to the scheduled appointment at 318.487.2020 or toll free at 1.877.861.7770.

Thank you for your patience, cooperation and for choosing Louisiana Eye & Laser Center for your eye care needs. We look forward to serving you and your family!

Sincerely,

**Louisiana Eye & Laser Center Team**