



CHILDREN'S EYE CENTER of South Texas, P.A.

The Children's Eye Center of South Texas, PA is a Pediatric Ophthalmology Practice, located in San Antonio, Texas. We provide comprehensive Pediatric Ophthalmology, which includes medical, surgical and optical treatment options for children. We also provide eye alignment and double vision care services for adults.

From your first phone call to the time, you arrive and until you check out after your appointment, our entire staff will strive to serve you well. We are committed to providing care of the highest patient experience, quality, and outcomes.

Please read over this information to help you understand more about our practice:

Office Information

Children's Eye Center of South Texas, PA
1314 E. Sonterra, Suite 5201
San Antonio, TX 78258
Phone: 210-340-6633 Fax: 210-340-6390
www.kidseyes.net

Hours: Monday thru Thursday 8:00 AM to 5:00 PM, Fridays 8:00 AM to 12:00 PM.
Closed on all major holidays. Telephones are not answered between 12:00-1:00 PM

Your Children's Eye Center Vision Team

- Charles S. McCash, M.D. – Pediatric Ophthalmology and Eye Alignment Disorders
- Rachel C. Cooley, M.D. – Pediatric Ophthalmology and Eye Alignment Disorders
- Keith Williams, O.D.- Therapeutic Optometrist
- Claire Castleberry Hennessey, C.O.- Certified Orthoptist
- Kaylee Flores, C.O.-Certified Orthoptist

Welcome to CEC! Your South Texas Pediatric Ophthalmology Clinic!

Please know that our clinic is a very busy clinic at all times. A few tips to help with your visit are to make sure that you bring your medical insurance ID and identification. This includes your driver's license and/or custody papers if applicable. Each child seen in the clinic must have a legal parent or guardian with them at all times to be seen. You may send your child with others, however a note signed by the parent or legal guardian must be present stating this person may be acting on your behalf. This does not include pre-op appointments.

Please do not come earlier than 15 minutes to your appointment and try not to be late. If you are running late, please call. We may not be able to see your child. Always confirm or cancel your appointments. This allows patients who are waiting to get in. Please remember that this clinic does work in patients due to emergencies from all over South Texas and sometimes visits may take longer. We apologize in advance; however, this is a necessary service provided to the community. If there are problems such as inclement weather or other information regarding the clinic, we will message you if you receive our text messages currently.

Our intention is to provide excellent care and service to you and your child. If for some reason we are unsuccessful, please ask to speak with Kevin, our Administrator (kevin@kidseyes.net) during your visit.

APPOINTMENTS

To make an appointment, please call (210) 340-6633. Our clinic currently uses an appointment reminder service utilizing text messages and/or email. This service is to remind you of your appointment 7 days in advance. Please listen to or read the entire message and confirm your appointment or reschedule as necessary. There is always important information in those text messages. We ask that you if you need to discuss your appointments, please do not leave a message, but call back during regular office hours. Follow up appointments, if needed, will be scheduled upon checkout after your visit. Annual reminders will be sent out via text message or email. Also, always bring your child's glasses and your insurance card with you for each visit. If you move or change your number, please contact us with your new address and phone number.

We currently charge \$35 for missed appointments. A missed appointment is defined as an appointment that is not rescheduled or cancelled prior to 24 hours of the appointment. It is your responsibility to call during business hours to cancel or reschedule prior to your appointment. Three missed appointments will result in the patient and family members being discharged from the practice.

WHAT TO EXPECT

The first visit will include a thorough review of your medical history. Please plan to arrive 15 minutes before your appointment time, no earlier than 8 am though, so our staff can complete your registration. For new patients the doctor will perform a comprehensive eye exam, which almost always includes dilation of the pupils. You will first be seen by an Orthoptist or Ophthalmic Technician, who will review the patient's history and perform vision measurements before putting in dilating drops. The drops take up to 60 minutes to work. During dilation, we request that you leave the building and wait for us to call you to come back. There are several restaurants and shopping centers close by or you can wait in your car. Typically, we will call you back in about an hour, however, this time may be longer. Do not worry, the dilation will last long enough to get through the exam. Patients who are transported via EMS or other means may wait in the waiting room during this period. We offer free Wi-Fi in the waiting room and movies for the children. The doctor will then complete the refraction test, the exam and discuss findings and any recommendations with you. We do have a treasure box for children to pick a prize and a sticker afterwards.

Please note, your first appointment may take as long as three hours or longer if emergencies arise, so please plan accordingly.

REFRACTION

It is important for you to understand what refraction is and why we perform it.

- Refraction is the part of the exam that determines whether or not correction is needed to improve the patient's eyesight or eye alignment. Refraction is a critical portion of the eye exam. Without doing a refraction the doctor will be unable to determine whether problems such as eye misalignment, double vision, headaches, blurry vision, eyestrain, or a failed vision screening can be helped with corrective lenses, or with a change in current corrective lenses.
- It is typically performed during every complete eye exam, and periodically as needed, usually once per year.
- It is required in order to write an eyeglass or contact lens prescription. Note that in some cases the refraction shows that corrective lenses are not needed, or that the current lenses do not need to be changed.

Refraction is **not** a medical covered service by most insurance plans, unfortunately. These plans consider refraction a "vision" service and not a "medical" service. **Our fee for refraction is \$45, the refraction this fee is collected at the time of service in addition to any co-payment required by your plan unless your plan covers it.** If your plan should cover the refraction, we will reimburse you. You may also obtain a receipt and file a claim on your own with your vision plan for reimbursement.

SURGICAL PROCEDURES

Co-pays, coinsurance, and deductibles are the patient's responsibility and are collected prior to the procedure. These payments will be handled by the Surgical Insurance Specialist. **Please note that the facility and anesthesia charges are separate and will be billed separately by each entity.** Please contact the surgery coordinator for information and scheduling.

REFERRAL AND AUTHORIZATIONS

It is the policyholder's responsibility to obtain referrals required by your insurance carrier. You are responsible for charges not covered due to lack of required referrals and/or authorizations. If your plan requires an authorization to see a Specialist, please make sure that you have authorization prior to your appointment. Typical plans that require authorization are HMOs and Managed Care plans.

FINANCIAL POLICIES

Your insurance coverage is a contract between you and the insurance company, not between the insurance company and the doctor. It is your responsibility to know the details of your plan.

We will verify your benefits **the day of each appointment**. Full payment or co-payment as required by your insurance company is due at the time of service. If we are filing insurance, please provide a current card. If you do not have your current insurance card, we may reschedule your appointment, or you may be seen as a private pay patient. We accept cash, personal check, Visa, Mastercard, Discover, American Express and Care Credit. If your check is returned for any reason, you will be charged a \$35 processing fee in addition to the delinquent payment.

If your account is past due, you may be referred to a collection agency, and you may be required to pay the past due amount in full before any additional services are rendered.

DISRUPTIVE BEHAVIOR

At times, we understand that feelings and emotions are impacted during healthcare appointments. However, it is not okay to intimidate, harass, cuss, or verbally threaten our staff, family members, children, or anyone else at our practice. We are a place for children to seek vision care in a safe environment.

If there is an occasion in which the provider-patient/parent relationship is broken, it may be in the best interest for you not to return and seek care elsewhere.

VISION PLANS

PLEASE NOTE THAT WE DO NOT PARTICIPATE WITH VISION PLANS, WE ARE A MEDICAL PRACTICE.

QUESTIONS/CONCERNS

If you have any questions, please contact Kevin Primeaux, Administrator, Kevin@kidseyes.net or 210-340-6633, Ext 8. We look forward to taking care of your child!