



WELCOME TO THE CATARACT & LASER INSTITUTE OF SOUTHERN OREGON, P.C.

Welcome to Southern Oregon's leading eye care facility. Our goal is to make your experience here as pleasant as possible. Everything we do here is geared toward providing you, our patient, the highest quality medical and surgical care available.

PHYSICIANS:

Tina Rutar, M.D. Justin M. Spaulding, D.O. Allison Jarstad, D.O. Clara Castillejo, M.D.

Our physicians are trained in the diagnosis and treatment of all eye diseases. Each has a minimum of four years of specialized medical and surgical training beyond their degree, with special interests in cataracts, cornea, diabetic retinopathy, glaucoma, oculoplastic surgery, pediatric ophthalmology, strabismus, and LASIK.

Prior to your appointment, our team will call or text you the business before your scheduled appointment to confirm your appointment and go over details. **YOU SHOULD PLAN TO BE HERE 2 TO 3 HOURS**, depending on the extent of your examination and any additional tests, studies, or procedures that might be required. Additional paperwork may be required upon check-in.

NO SHOW POLICY:

Appointments will not be rescheduled after 3 "no shows" within a year, or excessive rescheduled appointments, which is determined by the physician.

CHILDREN:

Appointments for children are broken into two parts; the first portion of the visit includes visual acuity testing and external examination. Dilating drops are then instilled. It takes 45 minutes for the pupils to dilate adequately. We recommend you take this time to run errands, get something to eat, etc., and then return to the office. We also recommend bringing snacks and some form of entertainment. The second portion includes testing to determine if your child requires eyeglasses (refraction). A thorough examination of the inside of the eye is also performed. Due to distractions and space constraints we request that additional children do not accompany the child-patient to their appointment.

Please note that a parent/legal guardian must accompany children under the age of eighteen to their appointment.

If you are a legal guardian/foster parent bringing a minor to their first appointment or custody has recently changed: Please provide a copy the legal documentation: custody order or power of attorney, at the time of the appointment.

PLEASE BRING WITH YOU TO THE APPOINTMENT:

MEDICATION LIST:

Please either bring a current list of all medications you are taking, or the medications in the bottles as received from the pharmacy.

EYEGLASSES:

Please bring your best or most recent eyeglasses, even if they no longer improve your vision. The glasses will provide important information about the past condition of your eyes.

INSURANCE CARDS:

Please bring all current insurance cards with you to your appointment. We will bill your medical insurance, primary and secondary, for the medical eye exam and any additional tests, studies or procedure performed. Any unpaid visits due to invalid insurance cards will become the patient's (parent/guardian) responsibility.

PHOTO ID:

We are required to obtain a copy of your photo ID. This is to protect you from someone else using your medical insurance (a type of identity theft).

INSURANCE AND PAYMENT *(please refer to your insurance handbook for rules):*

SELF-PAY:

If you are not covered by medical insurance, you will be expected to pay-in-full at the time of service.

MEDICARE:

We accept assignment on Medicare. If you are a Medicare beneficiary and do not have secondary coverage, you will be responsible for payment of 20% of the Medicare allowed amount.

DEDUCTIBLE:

Be prepared to pay your medical insurance deductible if it has not been met for the year.

COPAYS:

You are required to pay your insurance copay at the time of service. The copay amount is usually noted on your insurance card or can be found in your insurance handbook.

HMO/MANAGED CARE/OHP:

If you are insured through HMO, Managed Care, or OHP, you may need a referral-authorization from your Primary Care physician before your appointment. Any unpaid visits due to invalid or non-referral will become patient's (parent/guardian) responsibility.

NON-COVERED SERVICES:

Some services might not be covered by your insurance. Most medical insurance plans, including Medicare, do not pay for "routine eye exams". Routine eye exams are exams which *do not* result in a medical diagnosis. For example, diagnoses such as myopia (near-sightedness), hyperopia (far-sightedness), astigmatism, presbyopia (aging eyes), would not be considered medical. Routine eye exams also include "screening for eye disease" which does not result in a medical diagnosis. In the event of service not covered by your medical insurance, you will be responsible for charges.

REFRACTION:

Refraction is a measurement of near-sightedness, far-sightedness, and astigmatism. Refraction is part of a complete eye exam and will be done at the initial visit. Medicare and most medical insurance do not cover refractions, but it is frequently necessary to establish what a patient's best-corrected vision is. The refraction fee is **\$50** and due at the time of service, whether or not it results in a prescription for eyeglasses.

DILATION:

Your pupils will probably be dilated during the initial visit. Dilation lasts several hours and may blur your vision. If you have not previously driven with dilated pupils, you should bring a driver.

PAYMENT OPTIONS: We accept cash, check, debit, Visa, MasterCard, American Express and Discover.

OPTICAL SHOP:

Our optical shop carries a large variety of eyeglasses and sunglasses for all ages, from classic styles to the most up-to-date fashion wear. Our Opticians are experts in their field and are always happy to help you select the eyeglasses that best suit you. The Optical Shop is open during office business hours and for eyeglass adjustments, purchases, inquiries and repairs or just browsing.

GENERAL INFORMATION:

Office hours are Monday – Friday 8:00am to 4:30pm (except holidays). We encourage you to call us anytime you have questions or a problem with your eyes. Non-emergency calls are best handled during business hours. Emergency and after-hour calls are handled by our answering service or forwarded to the Physician on-call.

Patient parking is located at the front of the building along with the main entrance.

Local Phone Number: (541) 779-2020
Outside Medford Phone: 1 (800) 892-2622

Fax Number: (541) 770-6838
Billing Department: (541) 779-2464

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