**THE EYE INSTITUTE FOR MEDICINE & SURGERY**

**POLICY/PROTOCOL**

**DR. MANDESE - PATIENTS CONTACTING OUR OFFICE DESIRING TO HAVE AN RX CHECK**

07312012

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Applies to: All Employees

Occasionally patients of Dr. Mandese contact our office and request an "Rx Check" or reevaluation of their eyeglass prescription.

The reasons for such a request can vary greatly.  While a patient may believe that there is an "error" in their eyeglass prescription the truth of why they are experiencing some difficulty could include:

1.  their eyeglasses were made elsewhere and were not filled according to our prescription;

2.  the patient has severe dry eyes and what they are seeing will vary greatly based upon the quality of their tear film at a particular time;

3.  the patient suffered a retinal tear or break and is unaware of it;

4.  the patient experienced a retinal hemmorhage and is unaware of it;

5.  the patient suffered a cerebrovascular accident (CVA or stroke) and is unaware of it.

There are many other possibilities, but the list above reflects just a few for your consideration.

Because the reasons for the "change in vision" are unknown until the physician examines and diagnoses the patient, and possibly changes his or her eyeglass prescription, **all such patients of Dr. Mandese brought in for the purpose of reevaluating changes in vision are to receive a full and thorough technician work up (just like that performed on a patient who would be receiving a new or annual comprehensive eye examination).  They are NOT to be brought in for a "no charge Rx Check."**

Do not promise a patient that there will be no charge or that their insurance will not be billed as there is no way to know in advance what the doctor's findings will be or what additional actions he will have to take to care for the patient.

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Authorized Signature/Date