



**Baker Eye Institute**  
1-800-305-EYES (3937)



## Eye Exams for New/Return Patients

### Arriving at Baker Eye Institute (BEI)

When you arrive at our Baker Eye Institute (BEI), please check-in at the registration desk. Please come 10 or 15 minutes early. Appointments can run from one to two hours depending upon the required tests. New patients can expect to have both eyes dilated and so should arrange for transportation to and from the appointment. Please bring all of your glasses.

### Registration and Insurance Forms

You will be given a registration form (required by insurance plans) and a medical history questionnaire. Be prepared to present your insurance information at time of check-in. You can reduce your office wait time by downloading the patient history form from the website. If you don't have Internet access, BEI can mail these forms to you in advance.

To **download required forms**, go to **www.bakereye.net** and go the **Appointments** link on the home page. On the Appointments page, Click on the "Patient History Form" and the "Insurance Information Form" links. Click on the Patient History Form link and the Insurance Information Form links. PDF copies of the forms will launch in a separate browser. You can then hit Print print a copy of the form. Then, simply fill out the forms and bring them with you to your first BEI appointment. Thanks in advance, we know this isn't the fun part of the visit.

When the paperwork is submitted to the BEI front desk, you will be invited to a history and examination room. The technician will review your ocular, medical and family history, measure your vision and take preliminary lens measurements.

### Your Basic Eye Exam

You're now ready for your "refraction," or eyeglass measurement. Our Optometrists carefully make these measurements and test your eye pressure. Even if you don't plan on getting glasses, or contacts, these measurements help in diagnosis and treatment of a number of eye conditions. The doctor will measure your intraocular pressure by applanation tonometry, the "gold standard" of pressure measurement.

Dilation

Dilating eye drops may be administered for first or return patients. One or both eyes may be dilated. Dilating drops require 15-30 minutes to take effect. They may blur your vision, especially for close work, for several hours. They always wear off!

While the drops begin to take effect, you may want to visit the Optical Gallery or just relax. If you do have questions about the many lens - including colored lenses - and frame options available to you. The Conway BEI office displays nearly 1,000 frames at a full range of prices. We use the latest lens technologies, materials and lens treatments.

Once your pupils are fully dilated, you will be seen by the doctor, either your MD or your OD. The doctor will carefully examine your eyes with the benefit of dilated pupils and then explain to you the things you need to know about the health of your eyes. Once all of the health issues have been covered, your refraction (eyeglass measurement) results will be discussed with you and appropriate eye wear recommendations will be made. A written prescription will contain the best lens recommendations, based on your examination and lifestyle.

A special service included in your visit is a consultation - as needed - with our opticians who will demonstrate the recommended lenses and answer all of your questions about the doctor's eye wear recommendations.

### Appointment Durations

Try to reserve 1.5 to 2 hours for most appointments. Patients requiring complicated evaluations. Patients with simple situations may finish sooner. If you have reason to believe you may have special needs, please let us know so we can be prepared prior to your arrival. If you have urgent concerns, ask to speak to the nurse on staff when making the appointment.

### Referring Doctor Correspondence

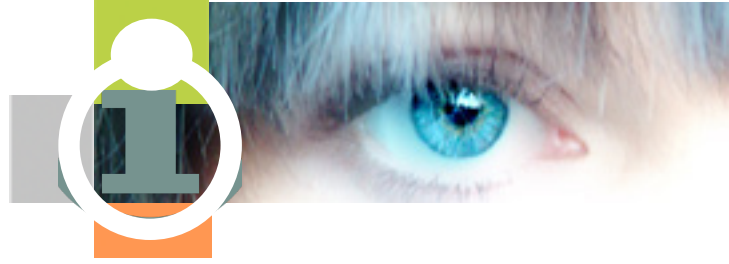
If your regular doctor referred you to our office, we will ask for their names and addresses so that we can send your doctor a report.

### Follow-up Care

In some cases a return appointment must be scheduled. If so, we will arrange an appointment with you prior to your departure.



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Reminder cards are mailed for long-term follow up visits.

## Payment

Our fees are similar to those established throughout the state of Arkansas. Payment is expected at the time of service; we will file your insurance claims for you free of charge. If your insurance requires a referral from your primary care physician, it is essential that you obtain this prior to your appointment and bring it with you on the day of your examination.

Co-pays and non-insured balances are due prior to leaving the office. Any pre-arranged financing must be in place in advance of surgical procedures (see Financing). Please have insurance information and referring physician's name and address ready when you call. Check, cash, MasterCard or Discovery Card accepted.

## Health Insurance

We contract with most recognized insurers and will file your insurance paperworks to those companies for you.

Vision Plan Insurance

## Refraction Only Visits

Please arrive 5-10 minutes before your appointment time. You should be ready to leave about an hour after your appointment time. Please bring all of your glasses. The optometrist will check your vision and your old glasses. The doctor performs a "refraction," or eyeglass measurement, for distance, intermediate and near.

The refraction (eyeglass measurement) results will be discussed with you and appropriate eye wear recommendations will be made. A written prescription will contain the best lens recommendations, based on your examination and lifestyle.

A special service included in your visit is a consultation with our opticians who will demonstrate the recommended lenses and answer all of your questions about the doctor's eyewear recommendations. We carry over 1,000 frames at a full range of prices. We feature "the latest," and also a selection of "old stand-by" fashions. We use the latest lens technologies, materials and lens

treatments.

If you expect to spend about an hour in our office, you shouldn't have time pressure. Patients requiring complicated evaluations or advice may require more time, and patients with simple situations may get finished sooner. If you have reason to believe you may have special needs, please let us know so we can be prepared prior to your arrival.

## Contact Lens Evaluations

[need info]

## Laboratory Testing Visits

When you arrive at our office, please check-in at the registration desk. If you come 5 or 10 minutes early, that is much appreciated. You will probably be finished 45 minutes after your appointment time.

## Surgery Visits

Depending on the nature of your surgery, you will be given specific instructions and explanations. Plan on being at the BEI Surgery Center for 2 hours in the case of cataract or glaucoma surgery.

Office procedures are at BEI, at the clinic surgery center, and generally it is safest to plan on two hours. You must also make arrangements for someone to drive you to and from the appointment, as well as to the next day's follow-up examination. You will not want to drive the day of or the day after your surgery.

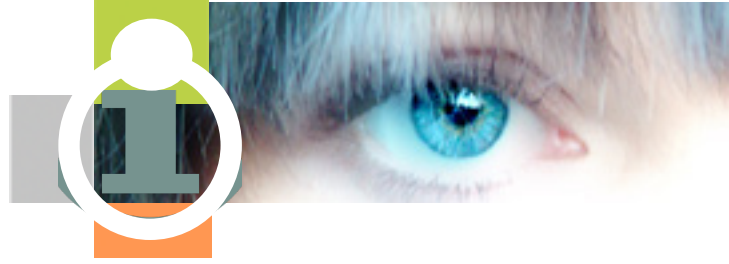
## Post-Operative Visits

When you arrive at BEI, please check-in at the registration desk. If you come 10 or 15 minutes early, that is much appreciated. You will probably be finished 45 minutes after your appointment time. Please bring a list of your medications and all eye medications.

The technician will check your vision, update your history and measure your intraocular pressure by applanation tonometry. Next you will be seen by the doctor who will carefully examine



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your eyes. You will be given a thorough explanation about the things you need to know regarding your progress.

Please call BEI anytime with questions or concerns. It's better to ask than worry. We're here to help.

## Contact Information

BEI Conway Office

Hours: Mon-Fri 8 a.m. - 5 a.m.

810 Merriman St. Phone: 501-329-3937

BEI Clinton Office

Hours: Mon, Tues, Friday Hours: 8 a.m.-5 p.m. (Closed Tues. and Wed.)

2907 Hwy 65 (South) Phone: 501-745-3937

BEI Business Office

Hours: Mon-Fri 8a.m. - 5 a.m.

1100 Bob Courtway (off Hwy. 65)

Suites 1,2 & 3, Conway, AR 72032

Phone: 501-932-0118

BEI Fax: 501-730-0466

Emergency After Hours (Medical Exchange)

501-329-1199