

Ocular Genetics Clinic at the Flaum Eye Institute

What to expect for your appointment

Location:

210 Crittenden Boulevard, Rochester, NY, 14642

Your Visit

- Please arrive 10-15 minutes before your scheduled appointment to register and complete any remaining paperwork.
 - You may be asked to wait in your car until you are called inside to be seen.
- You may be scheduled to complete several eye tests on a day prior to your visit with our physician.
- Your appointment may take several hours to complete. Please **plan to be here for most of the day**. If you are running late, please call us. Your appointment may need to be rescheduled.
- Most patients will need a dilated eye examination, which requires eye drops to be administered. These drops take 30-45 minutes to work before the eye exam can be completed.
- You may need to have additional testing done on the day of your visit.
- You may meet with one of our ocular genetic counselors.
- There may be periods of waiting during your visit, so you may wish to bring food and/or drinks and entertainment with you to the appointment.
- **If you have any questions prior to your appointment, please do not hesitate to call our ocular genetics coordinator at 585-602-0272.**

We look forward to meeting you!

Note: *The Flaum Eye Institute* is an academic teaching facility. Our resident and fellow physicians are excellent and may be involved in your care to gather information and perform some preliminary in-office testing. We may have other trainees present during your visit. Please be assured that you will receive a full evaluation **by Dr. Levin or Dr. Khetan**.

Medical Records Are Needed Prior to Your Appointment

Your full medical history will help us to provide you with the most accurate assessment and avoid the necessity of repeating tests already performed. If prior eye tests have been done, all images not done at Flaum Eye Institute should be put on a disc (CD) or memory stick for proper viewing. Faxed or photocopied images are usually not of sufficient quality for us to assess. If your doctors are unable to provide the images as suggested, they can give you original color printouts, or they can email encrypted images to our ocular genetics coordinator, at oculargenetics@urmc.rochester.edu.

The further in advance that you are able to get these records to us, the better the chance we will be able to review them before your appointment!

Please request all the following that apply, from your doctors:

- Medical records from past eye examinations including any eye surgery operative notes.
- All tests/images of your eyes not done at The Flaum Eye Institute including photographs, optical coherence tomography (OCT), intravenous fluorescein angiography (IVFA), and fundus autofluorescence (FAF). Please do not send these tests as faxes or photocopies. All images should be put on a CD or memory stick for proper viewing. Original printouts, including color images in color, are acceptable if digital copies are unavailable.
- Humphrey or Octopus visual fields, electroretinograms (ERG), dark adaptation, visual evoked potential (VEP) and electro-oculograms (EOG) not done at The Flaum Eye Institute may be sent as photocopies. Goldman visual fields must be sent as color original printouts. ERG and EOG should be accompanied by the interpretation done by the place where the test was performed as we cannot read raw data from another institution.
- MRI/CT of brain and/or eyes (on CD) along with the interpretation reports.
- **If you've had a genetics evaluation at another institution**, please request/bring all of the following that apply:
 - ▶ Letter reports from the geneticist and/or genetic counselor
 - ▶ Family history (pedigree)
 - ▶ Previous genetic test results
 - ▶ Other blood test results

How to Obtain Your Medical Records

The Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule gives you the right as a patient, or the parent or guardian of the patient, to inspect, review, and receive a copy of any medical records that are held by health plans and health care providers covered by the Privacy Rule.

A provider cannot deny you a copy of your medical records because you have not paid for the services you have received. Even so, a provider may charge for the reasonable costs for copying and mailing the records. The provider cannot charge a fee for searching for or retrieving patient records.

To request your records, contact your healthcare provider to ask about their specific procedures for getting copies of your medical records. Most providers have a form for you to fill out, and they can ask you to request your medical records in writing. If you have multiple providers, please request copies of your medical records from each provider, to ensure completeness of your medical record. Once you make a written request for your medical records, your healthcare provider must approve the request. Fulfilling record requests can take time, so plan ahead and do not expect to receive your records the day you request them. HIPAA allows providers 30 days to complete a record request.

To have the records sent to us, please use the following contact information:

Ocular Genetics Coordinator
Flaum Eye Institute
601 Elmwood Avenue, Box 659
Rochester, NY 14642
oculargenetics@URMC.Rochester.edu
Phone: 585-602-0272
Fax: 585-320-1077

Insurance and Billing Considerations

The Flaum Eye Institute (FEI) participates in many health insurance plans, but your insurance company determines coverage. If FEI does not participate in your insurance plan, or if some diagnostic tests are not covered by your insurance plan, you will be asked to pay for those tests. You are generally responsible for charges not covered by your insurance plan. If you would like to estimate what your out-of-pocket expenses may be, ask for the procedure codes (CPT codes) that may be ordered by your physician when you make your appointment.

You can inquire about cost estimates by calling 585-758-7801, emailing URMCPriceEstimation@urmc.rochester.edu, or using the Online Estimator Tool on the URMC website: <https://www.urmc.rochester.edu/patients-families/bill-pay/cost-estimates-and-pricing.aspx>.

As part of UR Medicine, Flaum Eye Institute provides compassionate, medically necessary healthcare to anyone in need – regardless of insurance status or ability to pay. If you cannot afford to pay for part or all of your essential health care services, you may be eligible for [Financial Assistance](#). Please visit <https://www.urmc.rochester.edu/pay-bill/financial-assistance.aspx> to inquire about these services.

Financial Assistance

Learn about your options: Call **(585) 784-8889**, and our Financial Counselors can help you make payment arrangements or may suggest alternate financial assistance options.

If you qualify or require public benefits: Call **(585) 275-2273** and ask for a Financial Case Manager who can help you with benefits such as Medicaid, Family Health Plus, or Child Health Plus.

If you have questions about paying an existing bill: Please call **(585) 758-7650** or **1-888-925-4301**.

Diagnostic Testing Services for Ocular Genetics

TEST CHECKLIST WITH CPT CODES:

- _____ Goldmann Visual Field (92083, 92082)
 - _____ Right eye
 - _____ Left eye
 - _____ Binocular
- _____ Automated Visual Field (92081)
- _____ Retinal OCT (92134)
- _____ Optic Nerve OCT (92133)
- _____ Fundus photography (92250)
- _____ Optic Nerve photography (92250)
- _____ Fundus Autofluorescence (FAF) (92250)
- _____ Full Field Electroretinogram (ERG) (92273)
- _____ Multifocal ERG (92274)
- _____ Visual Evoked Potential (VEP) (95930)
- _____ 3-lead VEP (be sure to say "3-lead VEP") (95930)

- _____ IOL Master (92136)
- _____ B-scan Ultrasound (76512)
 - _____ Right eye (76512 RT)
 - _____ Left eye (76512 LT)
- _____ Color Vision (92283)
- _____ Other: _____