



## **SANTA TERESA EYE CARE SERVICES**

The Eye Care Services are divided into three departments; **Optometry, Optical and Ophthalmology.**

The **Optometrist** are providers that will give you a complete eye examination to see if there is a need for a corrective prescription for glasses or contact lenses so that you may see better with it. They can examine patients from age 5 and above. They can also see if you have eye disease that needs medical attention and will refer you to an **Ophthalmologist** (eye surgeons).

Once you are given a corrective prescription, it is filled at the **Optical Department.** Here you can choose a frame and be fitted by an optician, this is also where you order your contact lenses. The Optical Department will help you if you have any questions about your glasses, contact lenses, and any repair required.

The **Ophthalmology Department** is a team of medical providers specializing in the treatment of eye disease and surgery, registered nurses, visual service assistants, ophthalmic technician, certified ophthalmic assistant, medical assistants, receptionists, surgery scheduler, schedule maintenance clerk working together to give you the best medical care for your eyes.

### **PURPOSE of TODAY'S VISIT in OPHTHALMOLOGY:**

The purpose of your visit today is to meet with an ophthalmologist (eye surgeon) who will evaluate your eye symptoms. A staff member may administer dilating drops in your eyes so that your ophthalmologist can give you an examination through a microscope called a "Slit Lamp," your provider may also order tests, visual fields, X-ray, MRI or CT as required in order to help them determine your appropriate diagnosis. Together, you will then decide what the best course of treatment is for your diagnosis.

### **YOUR ROLE:**

Your role is to assist the ophthalmologist in evaluating your symptoms. You should be prepared to explain your symptoms, when it started, any visual changes, loss of vision, whether it's partial or complete loss of vision, is the symptom due to an injury? Do you have any pain? Describe the pain, is there any redness or any discharge. Are you taking any medication for it? These are excellent information for your ophthalmologist.

### **SATISFACTION:**

We strive to see all patients at their scheduled time; however, sometimes due to circumstances beyond our control, you may have to wait past your scheduled appointment time to be seen. The visual service assistant, medical assistant or certified ophthalmic assistant working with your provider should keep you informed as to the delay and the expected time you will be seen. If you feel your wait time has been too long, please ask to speak to your provider's assistant.

**If you have any questions, comments, or compliments regarding your visit today in the Ophthalmology Department, please feel free to contact the following individuals:**

<b>Trudy Anderson, RN, MSN</b>	<b>Department Manager</b>	<b>(408) 972-7000</b>
<b>Liza G. Balan, RN IV</b>	<b>Department Charge Nurse</b>	<b>(408) 972-6570, Option 7</b>