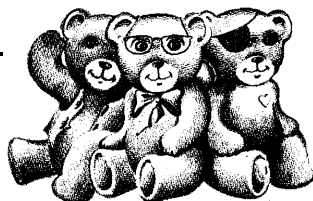

The Children's
Eye Doctors



Woodlawn Optical

The Family
Eye Doctors

Eye Care Specialists Northwest

Thomas Lenart M.D., Ph.D.
Karen Sahota O.D.
Autumn Mantel O.D.
17130 Avondale Way N.E., suite 110
Redmond, WA 98052
(425) 885-6600

Appointments

Our doctors' office hours are 7:00am until 5:00pm, Monday through Friday, Wednesday 7am until 8pm, and some Saturdays. The doctors' office is generally closed for lunch from 12:30pm until 1:30pm. Woodlawn Optical is open 8:00 am until 5:30pm Monday through Friday, Wednesday 8am until 8pm and Saturdays 8:00am till 3:00pm. If you require immediate attention when the office is close, our answering service is available to help you. We have an automated reminder service that will make a courtesy call two days before your appointment to remind you. You are accountable for keeping the appointment that you make. We request at least 24 hours notice if you need to cancel or change your appointment, so that we can use the time for other patients. If you do not notify us, there will be a \$25.00 charge.

Examinations

To examine children, we use cartoons and toys to make the examination fun. This helps your child enjoy coming to our office, and the resulting cooperation make the examination faster and more accurate. Any positive explanation you can give your child to prepare them for the experience of seeing the "Eye Doctor" can help to put your child at ease. Complete eye examinations for adults and children may take an hour and a half or longer, especially if dilation is required for proper diagnosis and in prescribing lenses. Children and adults can return to school or work, but near vision may be blurry until the dilation wears off. The receptionists can advise you when you make the appointment if this will be part of the exam.

Glasses and contacts

If glasses are required, we will give you a prescription that may be filled at our optical shop, Woodlawn Optical located in our office. Contact lenses are fitted and dispensed in this office by Drs. Sahota and Mantel.

Surgery

Dr. Lenart can perform minor surgical procedures in the office, such as lacrimal probes. If he feels your child's procedure should be scheduled at a hospital, we use The Children's Hospital and Overlake Hospital Medical Center. Most eye surgery can be done on an outpatient basis as "same day" surgery. For your convenience, we have prepared a comprehensive surgical information brochure to answer your questions.

Billing Information

Your insurance information, including referrals, must be current, correct and present in our office at the time of your appointment. If a referral is required, it must come from your primary care provider (PCP). Referrals from other doctors or optometrists are not valid for insurance purposes. You cannot be seen if we do not have all of the necessary information to process your visit. You are encouraged to fax, mail or drop off your information ahead of time. Otherwise, you must bring all of the correct information with you to your first appointment. If you have public assistance, please provide us with a current coupon upon your arrival. The following is a list of the major insurance companies that we are contracted with:

- | | |
|---|--|
| *AETNA
CCN | PACIFICARE
PHCS |
| *CIGNA
DSHS (<i>COUPON REQUIRED</i>) | PREMERA BLUE CROSS/HERITAGE
*PREMERA HEALTH PLUS |
| *FIRST CHOICE
FIRST HEALTH
GREAT WEST/ONE HEALTH
MEDICARE ASSIGNED | *REGENCE BLUE SHIELD/REGENCECARE
RETAIL CLERKS
UNIFORM MEDICAL
UNITED HEALTHCARE
VSP |

COUPON & INSURANCE CARD ARE REQUIRED FOR THE INSURANCES LISTED BELOW

- | | |
|--------------------------|-------------------------------|
| *COMMUNITY HEALTH (CHPW) | *HEALTHY OPTIONS/BASIC HEALTH |
| MOLINA (MHC) | |

*Many of these plans need referrals from your Primary Care Physician.

Payment is expected at the time of service unless we are billing your insurance company. Please call the bookkeeper before your appointment for to make alternate arrangements if needed.

Please check with your insurance company prior to your appointment regarding whether you have separate vision coverage. If your appointment is for a medical problem i.e. conjunctivitis, glaucoma, strabismus, headaches, stye, etc. we will bill your medical insurance unless you specifically request that the exam is to be billed as your annual vision exam.

Co-pays will also be collected at check-in. There is an added billing fee if your co-pay is not received in full at the time of your appointment. For your convenience we do accept MasterCard, Visa, American Express, and Discover. If other arrangements need to be made, please discuss these arrangements with our bookkeeper prior to your appointment.

Thank you for choosing our office. Our desire is to provide you and your family with quality, caring services in a pleasant, efficient and friendly atmosphere. We have carefully chosen our personnel, office procedures and medical equipment to help meet this goal. If you have questions, or would like further information, please ask. It is a pleasure to serve you.