

# Your First Visit to Coastwide Eye Surgery - Erina and Wyong

Thank you for reserving an appointment with us. Please find below information regarding your visit to either Coastwide Eye Surgery.

## Fees and Payment

### Standard Patient fees are as follows:

Initial consultation - \$198.00 (Medicare rebate = \$73.85)

Subsequent consultation - \$131.00 (Medicare rebate = \$37.15)

### Discounted fees which apply to Full Pension card holders are as follows:

Initial consultation - \$149.00 (Medicare rebate = \$73.85)

Subsequent consultation - \$104.00 (Medicare rebate = \$37.15)

Repatriation patients are billed through the Department of Veterans' Affairs.

**Additional fees** will apply for any procedures and diagnostic testing that may be required.

**Please note** we are not a bulk-billing practice, therefore payment will be expected on the day of service. Discounts are offered to those patients who pay in full on the day of service. To assist you with payment, our practice accepts Cash, Personal Cheques, Eftpos, Visa and MasterCard. We do not accept American Express.

## Practice Locations

Erina  
Suite 1:07 Platinum Building  
4 Ilya Avenue  
ERINA 22500

Wyong  
Suite 2 Robley House  
24-26 Hely Street  
WYONG 2259

## **Checklist for seeing your Eye Specialist**

- Current referral letter from your referring practitioner;
- Details of any third party practitioner who will receive copies of our correspondence;
- Signed Consent to Collection of Personal Information form (for new patients to our practice only);
- Completed Patient Registration form (for new patients to our practice only);
- Current distance and reading glasses;
- A list of your current medication/s;
- Any relevant correspondence, test results or scans/xrays;
- Medicare card, Department of Veteran's Affairs card;
- Full Pension or Health Care Card ( please note that no discount will be offered without current concession card on person);
- Private health insurance card with membership number and information

## **Your Visit**

Patients can expect to be in our practice for a minimum of one hour from your appointment time. This time may be extended past two hours on some occasions. Please bring any medication you may need to take within this time frame. If you are diabetic, you may wish to bring food.

Patients may need drops to dilate their pupils. This can cause difficulty with glare. If possible, please bring sunglasses. Even with the aid of sunglasses, some patients find they are unable to drive immediately after their appointment. Therefore, you may need to reconsider the suitability of driving your vehicle and make alternative arrangements for transport.

Children may be unable to focus and need to be absent from school after their appointment.

## **Cancellation Policy**

As available reservations are in high demand, we would appreciate a telephone call promptly if you are unable to attend. Your early cancellation will give another person the possibility to have access to timely ophthalmological care. If it is necessary for you to cancel your reserved appointment, we require at least 24 hours notice.

### **How to cancel your patient reservation**

To cancel your patient reservation please call the practice where you would be attending; Coastwide Eye Surgery on (02) 4355-5600.

### **Failure to attend or give adequate notice**

Failure to attend your reserved appointment or give inadequate notice of your intent to cancel will inconvenience patients who need access to ophthalmological care in a timely manner.

Failure to attend or give inadequate notice of your intent to cancel will be recorded in your patient file. Three incidences may result in the temporary suspension of services.

If you have any questions relating to this cancellation policy, please contact our Site Manager at the above contact numbers.