

# What to expect at your UCSF optometry visit



## What is an optometrist ?

Optometrists are part of the UCSF ophthalmology department and perform medical and routine eye exams. After completing an undergraduate degree, an optometrist attends a 4 year graduate program focused on ocular health.

In addition to prescribing glasses, optometrists can diagnose and treat many eye diseases including glaucoma, diabetes and dry eye. If your eye condition requires, your optometrist will refer you to one of the excellent ophthalmologists at UCSF.

## YOUR EYE EXAM

### BRING:

- Your glasses and contact lenses (with boxes and previous prescription)
- Wear your contact lenses to your exam if scheduled for a contact lens exam, otherwise wear glasses.
- List of medications
- Previous eye medical records

### DILATION:

Dilation may be performed during your exam in order to fully assess the health of your eyes. Dilation may cause light sensitivity and blurry vision for up to 24 hours but typically for 3-4 hours. You may want to bring a driver with you.

**With testing, your eye exam can take 1-3 hours.**

## OPTICAL

The Vision Optical provides contact lens and glasses exams. It also has glasses and contacts for purchase. No appointment is required to shop at the optical however appointments are required for exams.

Hours: 8:30 am - 5 pm

Location: Milberry Union at 500 Parnassus Ave Level I (across from Subway Sandwich)

Ph: (415) 476 - 3100

## GLASSES

Not all insurance plans cover a prescription for glasses. *If your insurance plan does not cover glasses it will be a \$65 out of pocket fee.* Please verify your insurance prior to your appointment to avoid unexpected bills.

## CONTACT LENSES

**Contact lens services are separate and distinct from an eye exam and exam fees.** The contact lens prescription is not determined during a regular eye exam. These services may require multiple office visits. When making an appointment, be sure to let the office know that you need a contact lens exam. If you wear contact lenses already, please wear them to the exam and bring your boxes or your prescription information.

## LATE POLICY

We respect your time!

In order to do our best to respect the time of all of our patients, **we may not be able to accommodate patients that check in late. If we cannot accommodate you, our staff will assist with rescheduling your visit. You can only check in at the location of your appointment, please verify you have the correct location.** Please keep this in mind when you are planning your trip, including extra time for parking and walking to the building.

## INSURANCE

We accept most medical insurances and VSP vision insurance.

Please specify the purpose of your visit when scheduling. Vision and medical insurance cannot be used the same day. Glasses and contact lenses are typically not covered by medical insurances, and may require an out of pocket fee.

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## PRESCRIPTION REFILLS

Refills should be done at the time of your visit. If you need refills between visits, please use MyChart patient portal or make a refill request by calling (415) 353 - 2800. Since prescription refills may take up to 8 business days to complete, we advise patients not to wait until medications run out. If your insurance company requires a prior authorization to pay for your prescription, please allow an additional **10 business days** to process



## REFERRALS

If sub-specialty care is needed, your doctor will place the referral on the same day as your visit. The office of the doctor you are being referred to should contact you within 7 business days. If they do not please call (415) 353 - 2800 to request an appointment



## MYCHART

MyChart is an online portal for patients to communicate directly with providers and their team. If you do not have an account please request an activation code from the front desk and visit [www.ucsfhealth.org/mychart](http://www.ucsfhealth.org/mychart)

## We've Moved!

### New location:

Wayne and Gladys Valley Center for Vision  
490 Illinois Street  
San Francisco, CA 94107

### PARKING

There is a paid parking lot directly in front of the building

### TRANSPORTATION

Muni: T Bus, 22, 48



## QUESTIONS

Questions can be addressed through the secure MyChart portal. All messages will be answered by a clinical team member. Alternatively, you may call (415) 353 - 2800 to leave a message with a representative.

## BILLING

You may pay your bill through MyChart. All insurance questions should be directed to UCSF Billing Office.

UCSF Billing Phone Number: (866) 433-4035

## URGENT EYE CONCERN

We have an on call physician 24/7. To speak to a triage nurse please call 415. 353. 2800 and press 1, or go to your nearest emergency department. If you have a life threatening emergency, call 911.