PATIENT VISIT CYCLE / WHAT TO EXPECT

VISIT BEGINS WITH YOUR CARE TEAM

CHECK IN

ESCORTED TO ROOM

Vision Screening

VISUAL FIELD/IMAGING - IF INDICATED

EYE(S) DILATION - IF INDICATED

MEDICATION LIST UPDATED

PROVIDER VISIT

POST-VISIT CARE INSTRUCTIONS

CHECK OUT
  - SCHEDULE TESTS
  - SCHEDULE APPOINTMENTS

VISIT COMPLETE

Did you know?

In order to ensure you receive the highest quality of care, Emory Clinic’s Eye Centers have various steps, and tests, required to take place prior to seeing your physician. Please feel free to ask your care team who you will be visiting with today.

MEMBERS OF YOUR CARE TEAM

Administrative Staff
- Patient Service Coordinator
- Pre-Certification Coordinator
- Pre-Surgery Scheduler

Clinical Staff
- Ophthalmic Technician
- Medical Assistant
- Visual Field Technician
- Imaging/Photography Technician

Provider(s)
- Medical Doctor
- Ophthalmology Fellow
- Resident
- Doctor of Optometry (O.D.)
- Nurse Practitioner
- Optician
- Contact Lens Specialist

Disclaimer: The Emory Eye Center values your time, and it is our goal to deliver the highest quality care in a time conscious manner. During your visit, our staff will keep you informed of needed next steps, as well as any potential delays. Based on your individual needs, times may vary.
Text Message Notifications
Did you know Emory Clinic offers the ability to receive appointment reminders by automated reminder call OR text message?
If you are interested in receiving reminders by text message, please opt in by texting 992807 to the number 99140.

LAB RESULTS
Results will post to your patient portal within 3 business days of the date labs were drawn. If you are not on the portal, or if you went to a non-Emory lab such as Quest or LabCorp, please provide 10 business days for your results to be received and reviewed by your doctor. If you do not receive an update within 10 business days, please call 404-778-6070.

REFERRALS
Routine referrals will be completed within 5 business days. Urgent referrals will be expedited based on medical necessity as determined by your provider.

FORMS and LETTERS
Requested forms will be completed within 10 business days. Due to this fact, please provide advanced notification of your need. This will help prevent the delay of your procedure or surgery.

PRESCRIPTION REFILLS
Refills should be done at the time of a visit. If you need refills between visits, please use the Patient Portal or make a refill request by calling 404-778-2020. Since prescription refills may take up to 8 business day hours 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 10 business days to process.

QUESTIONS
Questions can be addressed through our secure Patient Portal. All messages will be answered by a clinical team member. Alternatively, you may call 404-778-2020 to leave a message with a representative.

BILLING
You may pay your bill through Patient Portal. Billing and insurance questions should be directed to Emory Clinic’s Billing Office.

Emory Clinic Billing Phone Number: 404-778-7310.