



## What to Expect During Your Visit

Welcome to Bascom Palmer Eye Institute, part of UHealth – the University of Miami Health System. As our patient, you will receive the finest eye care offered. Due to the complexity and thoroughness of the examination, **please allow four hours for your visit.**

Your appointment may consist of these five essential steps:

### **1** Arrival and registration

Upon arrival, COVID-19 screening will be performed for your safety.

Prior to your scheduled time, you will begin registration to update your health insurance, contact and payment information.

*(Approximate duration: 15 minutes)*



### **2** Testing and procedures

You will then be seen by an ophthalmic technician who will initiate the necessary preliminary questions regarding your history, medications and testing.

This may include dilation of your eyes and diagnostic imaging. During this time, you may also be seen by other members of our clinical care team.

*(Approximate duration: 60-90 minutes)*



### **3 Your provider's visit**

Once the above steps are completed and your eyes have dilated for at least 30 minutes (if needed), your doctor will meet with you for the examination, diagnosis and explanation of treatment, as well as to answer any questions you may have.

*(Approximate duration: 15-60 minutes based upon the complexity of your eye condition)*

### **4 Treatment**

Based upon your doctor's diagnosis, possible treatments may be done at this time. *(Approximate duration: 30-60 minutes)*



### **5 Check-out**

Future appointments will be scheduled and payments will be made at this time.

*(Approximate duration: 15 minutes)*

Thank you for choosing Bascom Palmer Eye Institute for your vision care needs. Our mission is to provide our patients with the highest quality of care. After your visit, you may receive a patient experience survey. Please consider responding to this survey to help us know what we are doing well and what we can improve to better care for you.