



**THE REGIONAL
EYE CENTER®**
Always looking ahead.

OUR OFFICES

- 135 West Ravine Road, Suite 2C, Kingsport, TN 37660
- Four Sheridan Square, Suite 102, Kingsport, TN 37660

PHONE (423) 246-7372 or (800) 688-EYES Switchboard Hours 7:30 to 4:30 Monday- Friday

OFFICE POLICIES & PROCEDURES

Welcome to The Regional Eye Center. Please review our office policies & procedures.

Appointments: In scheduling appointments, it is our intent to see you as soon as possible. We will also accommodate urgent **work-in appointments**. If you are experiencing problems / symptoms that need attention before your next regularly scheduled appointment, call the switchboard, choose the Triage Nurse telephone option, and leave the requested information. The Triage Nurse will return all calls in the order of their urgency.

On the day of your appointment:

- Bring your glasses, your current medications (prescription, over-the-counter, and nutritional supplements), your insurance cards, and a photo ID.
- It is important that we maintain current and accurate records on your behalf. Upon registration for each visit, you will be asked for any changes in your name, address, telephone number, and insurance coverage. It is your responsibility to ensure that updates are provided.
- During your visit, the doctor will review your medications, allergies, and medical conditions. It is your responsibility to keep us informed of any changes in your health status.
- If you cannot keep your appointment, notify our office at least 24 hours in advance so that we can make this time available for other patients.
- In the rare case that our office closes due to an unanticipated situation, someone will contact you to reschedule your appointment.
- Please refrain from cell phone conversations in clinical areas.

Prescription Refills: If you need a medication prescription refill, call during business hours. When calling the office, please choose the Triage Nurse telephone option and leave the requested information. Allow 24 hours for the refill to be called to your pharmacy although it usually does not take this long. Try to call a day or two before you expect your medication to run out so that you do not miss any regularly scheduled doses of your medication.

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