



## Schaefer Oculofacial Plastic Surgery, PLLC

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<https://BuffaloEyePlastics.com>

### WELCOME TO DR. SCHAEFER'S OFFICE

Thank you for scheduling an appointment in our office. Everything we do is to provide you, our patient, the highest quality medical and surgical care. We would like to take this opportunity to welcome you and introduce you to some of our policies and procedures. You should plan your visit to take up to 2 hours, depending on the extent of your examination and any additional tests, studies, or procedure that might be required.

Be sure to complete the new patient paperwork. Please mail the completed forms to the above address or email them to [info@BuffaloEyePlastics.com](mailto:info@BuffaloEyePlastics.com). You may also bring this completed form to your appointment.

Please visit our website at <https://BuffaloEyePlastics.com> to register for our portal. The portal will give you access to your medical records, lab results, secure messaging, payment information and more.

We understand how valuable your time is and for that reason we ask that you fill out your medical history in detail before your appointment. This way we can enter your information into the electronic medical record prior to your appointment, which will decrease your wait time:

- Please list all of your medications and why you take them.
- List any prior surgeries and current health issues.
- List all allergies and your reaction.
- Bring your insurance card(s).
- Photo ID – we are required to obtain a copy of your photo ID. This is to protect you from someone else using your medical insurance.
- Please have your medical records faxed to us (716-277-0345) from your referring doctor.
- If you had any orbital imaging (CT or MRI), please bring a copy of the CD to the office PRIOR to your appointment.

## **Insurance**

- Your specialty copay is due at the time of your appointment.
- It is the patient's responsibility to inform our office of any changes in insurance coverage.
- All patients will be asked to present their current insurance card at each appointment. Failure to have your card could delay your appointment.
- If you are insured through an HMO, Managed Care, or OHP, you will need a referral-authorization form from your Primary Care Physician before your appointment. Any unpaid visits due to invalid or non-referral will become the patient's (parent/guardian) responsibility.
- If you have an HMO or PPO plan that requires a referral from your primary care provider, you must bring that with you in order to be seen. If you have any questions regarding your health insurance coverage, please contact your health insurance company prior to your visit.
- We will bill your medical insurance, primary and secondary, for the medical eye exam and any additional tests, studies, or procedures performed. Any unpaid visits due to invalid insurance cards will become the patient's (parent/guardian) responsibility.

## **Payments**

- Patients are responsible for co-pays and deductibles at time of service.
- We accept cash, MasterCard, Visa, American Express, Discover and personal checks payable to Schaefer Oculofacial Plastic Surgery, PLLC .

## **General Information**

Kindly give us 24 hours' notice if you need to cancel or reschedule your appointment, so we may offer this time to another patient. There is a \$50 no show fee.

If this is your first visit to our office, please arrive 15-20 minutes before your appointment time and allow for up to two hours for this appointment.

Office hours are Monday-Friday 8:00am to 4:30 pm (except holidays). We encourage you to call us anytime you have a question or problem with your eyes. Non-emergency calls are best handled during business hours. Emergence and after-hour calls are handled by our answering service or forwarded to the Physician on-call.

Once again, we welcome you and hope your experience here is a pleasant one! Please let us know if there is anything we can do to make your visit more pleasant. Please feel free to call us with any questions or concerns at 716-277-0340.

