



FAQs

Referral Process

Q: How do you ensure co-managed patients are returned to my care?

A: We flag all co-managed patients in our system as soon as we receive your referral. This alert ensures they aren't scheduled with our ODs for post-op care. Our surgery schedulers also contact you—along with the patient—to coordinate their first post-op visit at your office. This ensures that everyone involved knows the patient is returning to you and when to expect them.

Q: What if I'm referring a patient for a medical issue and not for surgery?

A: That's absolutely fine. We'll treat your patient as if they were one of our own—providing a thorough evaluation, addressing the issue, and sharing the outcome and next steps with you. Whether or not surgery is needed, we'll keep you informed and return the patient to your care as appropriate.

Q: Can I refer a patient directly for LASIK or cataract consultation without a general eye exam at your practice?

A: Yes—for LASIK and cataract evaluations, a general exam at our practice isn't required beforehand. You can refer the patient directly for a surgical consultation as long as you've completed a recent comprehensive exam. Other procedures may require an internal evaluation first, depending on the case.

Co-Management Timeline

Q: At what point in the post-op timeline should I be involved?

A: Co-management timing depends on the procedure and the individual patient. LASIK patients typically return to your care about one week post-op, while cataract patients usually return around one month after both eyes are complete. Our surgeons determine the follow-up plan based on each case, and we'll keep you updated so you know exactly when to expect the patient back in your care.

Q: After the 1-month visit for cataract patients and the 1-week visit for LASIK, how frequently is it recommended that they be seen by the referring OD?

A: For cataract patients, as long as healing is progressing well, we recommend an annual visit. For LASIK patients, follow-ups are typically scheduled at 1 week, 1 month, and 3 months, unless otherwise specified by the surgeon. Any additional recommendations will be communicated directly to you.



Communication

Q: If I or my staff have questions or need support, who can we contact?

A: You're always welcome to reach out to Claire, our Practice Liaison. She's available to answer questions, assist your team, or even provide in-office training if needed. You can reach her directly at [636-534-5128](tel:636-534-5128) or csnyder@peposevision.com.

Q: Who do I contact to check on the status of a patient referral?

A: You can call Claire, our practice liaison, at [636-534-5128](tel:636-534-5128) or email csnyder@peposevision.com to check on any patient status. We're also happy to proactively update you once your patient has been seen.

Q: Who should I contact if I have an urgent referral?

A: For urgent referrals, please contact our Front Office Manager, Dana, at [636-534-5105](tel:636-534-5105). Emergent cases are prioritized based on urgency and are typically seen the same or next day. In these cases, we ask that your office make the referral appointment directly rather than having the patient call. As a backup, you can also reach out to Claire, our Practice Liaison, at [636-534-5128](tel:636-534-5128). The outcome of the visit will be communicated back to you within 24–48 hours.

Patient Experience

Q: What should I tell my patient to expect during their visit to your office?

A: Patients can expect a thorough, unrushed consultation that includes advanced diagnostic testing and education about their options. Our team walks them through everything—from candidacy to next steps—so they feel confident and informed.

Q: How long does a typical consultation or surgery day take?

A: LASIK or cataract evaluations typically last 2 to 2.5 hours. Surgery day itself is about 2 to 3 hours total, although the procedure is quick. We work to keep patients comfortable and updated throughout.

Q: Will your practice educate my patient on their options, or should I cover that beforehand?

A: Yes, we'll educate your patient both before and during their visit. Through our *Patient Pending* program, patients receive a series of educational videos. These videos inform the patient about cataracts and the potential surgical treatment options.

During the consultation, our team walks each patient through their treatment options, including procedures, technologies, and costs. That said, if you've already discussed options with your patient, we'd love to know—it helps us build on what they've heard and keep messaging consistent.