



2010 Patient Information Manual

Drs. Tabitha G Temple and Scott J Caughell

Dear patients, please feel free to read through this manual to learn more about our office.

Visit our Website: warsaweye.com

Table of contents:

1. Welcome
2. Our Approach to Patient Care
3. Services We Offer
4. Explanations of Vision and Medical Insurance and Fee policies
5. About Our Doctors
6. Description of Eye Exam and Importance
7. Contact Lenses
8. Spectacle Lenses and Options
9. Eye Diseases (Glaucoma, Diabetes, Macular Degeneration, and more)
10. Specialized Pediatric (Children's) Exams and Dr. Caughell's unique training
11. Vision and Learning and Vision Therapy
12. Emergency Eye Care and Did you Know?

1. WELCOME!

We are pleased to welcome you to our office. If you're looking for quality care with a personal touch, we hope you'll agree that you have found the right place. We look forward to the opportunity of serving your family's eye care needs now and for years to come. We truly value the chance to develop a meaningful doctor-patient relationship that will further improve your eye care.

We work very hard to address your eye care concerns in a compassionate and professional manner. Our doctors have the training and expertise to address nearly any eye-related concern. If you believe that something is not right after your exam or receiving your prescription, please let us know and we will do anything possible to fix your concern. We are always happy to talk with our patients.

Please take some time (if available) to read through any part of this manual that you think may improve your relationship with our office. If you have further questions feel free to ask our doctors and staff.

If you value the care you receive at our office, we would greatly appreciate you passing our name onto family and friends. We feel truly blessed to have such a loyal group of patients.

For more information check us out online: warsaweye.com

#2. Our Approach to Patient Care

We believe that we take a unique approach to patient care. Our office affords our patients much more face to face doctor and staff time than is now common in today's fast paced world of medical care. Vision is generally considered our most important sense. In fact research estimates that 85% of all our life experiences are gained through vision. Truly it is worth taking a little extra time to make sure that you enjoy a lifetime of clear and healthy vision.

As stated before, if you believe that something is not right or has not been addressed after your exam is over or after you receive your contact lenses or prescription glasses please let us know. We will do anything we can (within reason) to help make it right. We are all humans and make mistakes; however, in the rare case that we do make a mistake we will be the first to admit it and fix it as quickly as possible for you.

Listed below are few more themes that we believe set us apart:

Our doctors work hard to stay on the cutting edge of vision care. We offer only high quality / high value frames and lenses and don't sell "generic" products. Most of our products carry significant warranties that simply can't be beat.

Our staff does not work on commission and will only recommend products that they deem useful to our patients. Spectacle lenses are a medical device and are treated as such.

Invested in Warsaw! Drs. Temple and Caughell not only live in Warsaw, they plan on continuing to live in Warsaw for years to come. You can count on your health care dollars being reinvested in local business, churches, and other charities. They have been Hoosiers since the beginning!

Taking your eye care seriously: All of our doctors are licensed doctors of optometry in good professional standing and are certified by the National Board of Examiners in Optometry in the treatment and management of ocular disease. You can feel

comfortable that they have the training and skills to keep your eyes healthy and seeing their best.

Specialized education and training: While we try to keep him humble, we are lucky to have Dr. Caughell at the practice! Not only is he one of fewer than a handful of eye doctors to complete post-doctoral accredited fellowship training in pediatrics (children) and binocular vision (2 eye and eye muscle problems) in the state of Indiana, he has a history of educational excellence. This includes graduating first in his pre-med undergraduate class, graduating amongst the top of his Optometry class with high honors, scoring among the best in the nation on the National Boards examinations, and being inducted as a Fellow in the American Academy of Optometry. Rest assured he takes your vision care very seriously.

We realize you have many choices for your eye care needs. We invite you to stop in and experience how our eye care team sets us apart.

#3 Services we Offer

Our office offers a full scope of primary eye care from glasses to specialized vision therapy and eye disease. Please see below for a more comprehensive list:

Our services include, but are not limited to:

- Comprehensive eye exams from infancy to geriatrics
- Full line of eyewear covering all price ranges with optical lab on-site
- Contact lenses, including bifocal contact lenses and post-surgical lenses
- Infant and pediatric exams (Dr. Caughell is one of only a few eye doctors in the state with specialized training in this area!)
- Vision therapy, eyestrain, double vision, Headaches
- Amblyopia (lazy eye) and strabismus (inward/outward eye turns)
- Dry Eye management
- Diabetic eye exams, Glaucoma evaluation and management, Macular Degeneration evaluation and management
- Cataract evaluation and surgical co-management
- Refractive surgery co-management (LASIK/PRELEX)
- Emergency management of other eye conditions such as red eyes, pink eye, objects in eye (We are on call after-hours for our patients)
- Management of other eye diseases and vision problems
- Myopia (Nearsightedness) control strategies (New research has shown that nearsightedness can be slowed down in some children with special corrective measures)



#4 Vision and Medical Insurance and Fee Policies

Here is an excerpt from one of Dr. Caughell's Newspaper articles:

Yes, Medical and Vision insurance can both be used at the Eye Doctor!

Medical and vision insurance is very confusing for many of our patients, and for good reason. Optometry offices are one of very few professions that use more than one type of insurance for their services. It's important to note that the medical insurance that you use to see your family doctor can often be used to cover services at your eye doctor. Medical savings cards and flex money can also be used for eye exams, glasses, and contact lenses. Please read on for further explanation.

Most people think that they will always have to pay out of pocket if they don't have vision insurance. In many cases this is not true. Vision insurance is only for routine eye exams or yearly health checks for people who don't have any medical eye problems or only need glasses and contact lenses. Medical insurance (often with a small copay) will cover almost all other reasons for seeing your eye doctor.

For example: If you have dry eye, cataracts, headaches, diabetes, glaucoma, new flashes/floaters, a red or painful eye, or other similar problems your exam can likely be billed to your medical insurance. This might include medicare, anthem, sagamore, cigna, and other similar carriers. In these circumstances they will usually cover everything except the small fee associated with the glasses or contact lens prescription.

There are many eye findings that cause an eye doctor to recommend yearly exams. Using your medical insurance for the proper reasons can help you afford these important exams. Again, don't forget that medical insurance will not cover glasses or contact lenses but may help you pay for the eye exam. If you are curious you may always contact our staff with a question, and don't worry, we work very hard to keep our fees reasonable for our private pay patients.

Here is an example:

A patient who presents for a yearly diabetic eye exam and has both VSP vision insurance and Anthem BC/BS medical insurance.

- In this case the eye exam should be billed to Anthem under your medical insurance. The glasses prescription part of the exam (refraction) can then be billed to VSP and you can get glasses or contact lenses with your VSP plan.

This is how vision and medical insurance was meant to be used. Using vision insurance for a medically based eye exam is not correct. It is important that our patients recognize this and they may have to pay a slightly higher co-pay for their medical insurance.

Straying from this is a form of insurance fraud and I'm sure that you don't want to do this any more than we do!

Our specific office policies relating to fees include:

- Payment from exam services is expected at the time of service. This includes exam fees and contact lens fitting or adjusting fees. (In some circumstances we may allow payment plans for patients with difficult situations)
- Contact lenses must be paid in full at the time they are picked up from our office
- We prefer that glasses be paid for in full when ordering. (Otherwise if a patient orders glasses and never picks them up we lose the cost of the frames and lenses since they are patient specific and cannot be re-used). If full payment is impossible, we require half the cost of the glasses to get them ordered. The balance can be paid off when picking them up
- It is important to realize that just like all other eye doctor offices, separate fees are charged for contact lens services. If you are already in contact lenses and come in wearing them with your old Rx you will only be charged a small corneal evaluation fee. New fits for patients never wearing lenses or for patients who need to change lenses for health or vision reasons (for example going from a single vision lens to bifocal lens) are higher due to increased office time and the increased expertise required. These fees usually include all the visits needed until you are comfortable and seeing well.
- We hope our patients realize that our office charges very competitive fees for glasses and contact lenses. We are here to recommend things that will allow the best use of your eyes. Thus, we only use technically advanced name brand spectacle lenses and lens upgrades.

#5 About our Doctors:

The doctors are here to serve you and address your vision and eye health needs. Read on to learn more specific things about our doctors.

Tabitha G. Temple, O.D.

Dr. Temple joined the practice in 1997, working for Dr. Richard Carman, and then purchased the practice in 2002. She has helped expand the services provided, including thorough disease screening, co-management of cataract surgery and LASIK, and wide variety of contact lenses. She also participates in local school screenings, is a member of the IOA and AOA, and serves as a clinical examiner with the National Board of Examiners in Optometry. She does speak Spanish, although it has been some time since she'd say she is fluent!

Dr. Temple is a graduate of Warsaw Community High School and has been a resident of Warsaw since birth. She, her husband Derek, and daughters Madelyn and Claire, are active in their church and value family time with their cat Edwina and dogs Zoe and Simone. They also enjoy local festivities and sporting events. Since the birth of Madelyn and Claire, Dr. Temple has decreased her office hours (as her goal is to avoid missing any more time with her children as absolutely necessary) and is available for exams 2 days of the week.

It is Dr. Temple's desire that everyone be able to receive proper vision care, and know that it is our priority to extend that care to you with respect and sincerity.

Education and Experience:

1993 Minor in Spanish, IU Bloomington

1995 B.S. in Optometry from IU Bloomington

1997 Doctor of Optometry from IU Bloomington

While in Optometry School, she twice went to Tegucigalpa, Honduras with Fellowship of Christian Optometrists for vision exams and missions work.



Scott J. Caughell, O.D., FAAO

We are excited to welcome Dr. Caughell to our practice. Contrary to popular belief he is over 30 years old; not 12! He brings a much needed eye care specialty to the Warsaw area. While Dr. Caughell is fully trained to handle all of your primary eye care needs, including treatment and diagnosis of eye disease, he has specialized training in pediatric optometry (children's vision), binocular vision (double vision, depth perception, "lazy eye"), vision therapy, and vision related learning difficulties.

Dr. Caughell is at the practice full time and lives here in Warsaw with his wife Kiley and sons Noah and Jonah. Can't forget their dog Angel as well! He enjoys Church activities, being outdoors, and trying to keep his house in one piece.

Dr. Caughell has a passion for children's vision and is very active in spreading the importance of regular vision care in this special population. Remember the first recommended full eye exam by an eye doctor is at 6 months old!

Dr. Caughell is at the office full time 5 days a week.

Education

Indiana Wesleyan University

Bachelor of Science – Pre Medical Science (with Honors)

Indiana University School of Optometry

Doctor of Optometry - Magna Cum Laude (High Honors)
Dean's Research Scholar

Indiana University School of Optometry

Post-doctoral Fellowship: Pediatrics and Binocular Vision

American Academy of Optometry

Fellow of the Academy (FAAO)

(Less than 10% of optometrists have qualified and been inducted as a Fellow. Fellowship stands for excellence and dedication to learning.)



#6 Description of a Comprehensive Eye Exam and Its Importance.

Most patients aren't aware of the skill and thought that goes into an eye exam, here are some things that are usually covered:

Vision, each eye distance and near

Assessment of eye focusing, eye teaming, peripheral vision

Blood pressure, color vision, and depth perception when appropriate

Assessment of refractive prescription in which the two eyes are balanced together (glasses, contacts)

Evaluation of the front of the eye: lids/lashes, cornea, conjunctiva, blood vessels, iris, and lens, tear film, and glands

Determination of eye pressure (glaucoma)

Dilation of the pupil to make it larger after which the following are assessed:

Optic nerve health

Exam of retinal blood vessels (only place in the body these small vessels can be seen without surgery) often diabetes, high blood pressure, and other diseases can first be caught here)

Examination of macula for eye diseases

Evaluation of the peripheral retina for eye disease

Lens health for cataracts

As you can see, a lot is evaluated and this is the reason yearly exams are important not only for your eyes, but overall health.

#7 Contact Lenses

Contact lenses are emerging as a healthy and comfortable alternative to spectacle correction and refractive error.

Our doctors offer a large range of CL services from new single vision contacts to complicated bifocal contact lens and keratoconus fittings. We offer a large array of soft and gas permeable (hard) lens options to best fit your needs.

A contact lens care sheet is available for our contact lens wearers, if interested please ask one of our staff for a copy. We try to give it to all new contact lens wearers.

As stated before in the “fees” section, there are several different levels of contact lens fees to make it fair for all of our patients. Please see below:

Current contact lens wearers who are previous patients or patients that have their contact lens Rx from a different location and who stay in their same lenses are only charged a small evaluation fee.

Patients that have never worn contact lenses at all before are charged a new fit fee. This fee includes the initial time and expertise to fit the lens and train the patient to insert, remove, and take care of the lenses. Also included in the fee are one or more follow up visits to make sure the contact lenses are healthy and working properly.

Patients who need their lenses changed to a new brand or type because of vision changes or health concerns are charged a re-fit fee that is less than the new wearer fee, but slightly more than the routine fee. Examples would be patients in older brands lenses that aren't getting enough oxygen to their eyes or patients who need to switch from standard lenses to bifocal contact lenses.

It's important for our patients to realize that contact lenses are a **prescribed MEDICAL device**. Misuse of contact lenses or wearing the wrong type or fit could permanently damage your eyes and result in vision loss. We inform our patients to stick to the FDA mandated replacement schedule for disposable lenses (usually 2 weeks or 1 month). Wearing them long though they might still “feel” okay puts you at increased risk for eye infections and other complications.

If your eyes ever get red or painful you should see one of our doctors within a day. We recommend that patients with eye infections contact us instead of the ER or family physician because we have the proper equipment and training to handle these cases. The doctors are available 24-7 by cell phone if an urgent problem arises.

#8 Spectacle Lenses, Lens Options, and Frames

For many of our patients, spectacle prescriptions are a necessary fact of life. We promise to take the time to make sure than not only your prescription is correct, but also that you are educated about which lenses and lens options will allow you to see your best.

Remember, glasses are a medical device and should be treated as such. There are large differences between the different types of lenses and the quality of name brand versus generic. We only dispense higher quality and thus higher value lenses and lens coatings. This is evident in the warranties that many of our lens coatings carry.

Our technicians and opticians do not work on commission, thus the lens upgrades they recommend are to help you see better, not to make more money. Selecting the proper lenses and lens options is almost as important as the prescription from the doctor.

Warranties:

Most of our frames (with a few exceptions) carry a 1 year warranty against defects. Some of the highest quality frames, like those in the Flexon line, carry a two year warranty. We will replace the frames within this period of time if we deem them to be of faulty construction. This is within reason though, and would not cover things such as the frames getting stepped on or run over with the car.

Lenses: Basic lenses do not come with a scratch warranty but are guaranteed to be correct at the time of dispensing. The TD2 add on scratch coating gives the patient a 1 year warranty against scratches from routine use. The good anti-reflective coatings such as Crizal Alize carry a 2 year warranty against routine scratches and flaking.

If you don't see any frames that you like in our dispensary, please let us know. We try to stay up to date in our styles but we can order any of thousands of available frames for you to try.

Lens options and their benefits:

Upgrading basic lenses to better materials or with special coatings can dramatically improve your visual performance and comfort. Please read on to see descriptions.

1. Anti-reflective or anti-glare coatings. (Names: Crizal, Crizal Avance, Super Hydro AR). This has been a huge benefit to spectacle wearers and is recommended for all patients except young children. **Benefits:** Anti-reflective coatings help eliminate glare and eye fatigue from light reflections. For example this is helpful when driving at night, when using a computer, and when working under fluorescent lights. The coating allows more light to pass through the lens and will make vision clearer and crisper.

The newer AR coatings are much better than the previous ones. Our coatings come with a 2 year warranty against minor scratching and flaking. The premium coatings (Clizal Avance with Scotchguard and Super Hydro AR) even stay cleaner than not coated lenses and repel dirt and water)

Another benefit is that the lenses look nicer without the shiny reflections. In fact if you choose a rimless frame and AR coated lenses it will almost look like you are wearing nothing at all!

2. High – Index Lens Materials: High Index lenses allow glasses to be thinner and lighter than standard plastic. They actually bend light more per unit of thickness. Not only does this allow patients with higher prescriptions to have lighter and better looking lenses, it will actually help eliminate some of the distortions that are noticed with standard plastic. High index is highly recommended for patient with high prescriptions and drill mount (rimless) frames.
3. Aspheric Lenses: This is a lens with an advanced computer design that helps eliminate distortions in prescriptions with high nearsightedness, farsightedness, astigmatism, and differences between the two eyes. It helps eliminate the fishbowl or barrel feeling of prescriptions lenses. There is a secondary benefit that makes them thinner and lighter. Highly recommended for all high prescriptions.
4. TD2 Scratch Coating: Makes the surface of the lens much more resistant to scratching and carries a 1 year warranty.
5. Transitions Lenses: Transitions lenses (lenses that darken when exposed to sunlight) can be added to almost any other lens choices. Not only does it

increase comfort in bright conditions, but provides 100% protection against harmful UV rays. Note that today's advances the lenses change much quicker from light to dark and stay very clear when in doors with little to no visible tint. Please be aware than these lenses will not darken in a car, because modern car windows block UV light. Special lenses called DriveWear are available for this purpose.

6. Progressive (no-line) Bifocals: These have become so popular that over 90% of patients currently choose this option. The design allows much more natural vision as the near power slowly gets stronger the lower in the lens you look. There are many different types of no line designs based on your frame choice and vision needs. Our doctors and technicians will recommend the best type to fit your needs.

7. Computer or Office Lenses: These are lenses that are set for computer distance at the top of the lens and set for close distance at the bottom of the lens. Similar to the no-line progressives these are a great option for patients of any age to reduce eye fatigue from computer and other near tasks. They will be blurry in the distance and are thus usually left at the workplace. We have had very positive responses from our patients regarding these lenses.

#9 Eye Disease Diagnosis and Management

Our doctors are trained and licensed to diagnose and manage a wide variety of eye diseases and disorders of the surrounding tissues. Our office offers state of the art glaucoma care, including nerve fiber analysis with GDx laser polarimetry, digital retinal photography, and ultrasonic pachymetry.

Ocular disease exams, tests, and follow-ups can be billed through your medical insurance provider.

Below are some of the eye diseases that we manage. This is not a complete list.

- Glaucoma diagnosis and treatment. Through modern topical pharmaceuticals our doctors can successfully treat almost all forms of glaucoma.
- Diabetic exams and monitoring. We perform dilated diabetic exams that are required yearly for all diabetic patients. A letter will be sent to you diabetes doctor after the exam
- Macular Degeneration diagnosis and monitoring. Luckily very few macular degeneration patients develop the “wet” form. Regular examinations will keep your risks to a minimum
- Hypertensive Retinopathy caused from high blood pressure
- Eye infections, red eyes, and pink eye diagnosis and treatment
- Emergency evaluations of sudden vision loss, eye pain, and red eyes (doctors are available 24-7 by cell phone)
- Dry Eyes
- Eye allergies
- Eyelid bumps and lumps
- Childhood eye diseases
- Eye turns, Lazy Eyes, and Binocular Vision (Dr. Caughell’s specialty)
- Headache evaluation and management

#10 Specialized Pediatric (Children's) Exams and Dr. Caughell's unique training

Dr. Caughell brings a well needed eye specialty to Kosciusko County. He is one of less than a handful of doctors in the state with accredited post-doctoral fellowship training in pediatrics and binocular (2 eye) vision in the entire state. During this time he spent 5 of 6 working days solely with children and adults with related eye problems and eye diseases. One of the 6 days was used keeping him up to date with standard adult eye disease and care.

Related conditions include:

- Infant and Children eye disease
- Amblyopia (lazy eye) and eye turns (strabismus)
- Blocked tear ducts
- Headaches
- Vision Therapy
- Depth perception
- Eye strain and difficulty concentrating, reading, and writing
- Sports vision
- Eye infections
- Other related conditions

Vision problems can significantly hinder a child's development and academic success. We offer comprehensive children's exams that go beyond the routine examination. A simple eye chart screening can miss up to 1/3 of vision problems! Screenings DO NOT take the place of a full eye exam.

Not only will we make sure your child is using their eyes properly and can see well, but will also evaluate the eye health with a dilated retinal examination.

Remember, **many children think that blur, eyestrain, and focusing problems are normal and will not tell you because it is all they have ever known.**

Did you know? The American Optometric Association recommends eye exams at **6 months old, 3 years, 5 years, and every 2 years while in school.** (Recommended visits will be more frequent for those children with vision problems).

#11 Vision and Learning and Vision Therapy

Dr. Caughell is one of only a few fellowship trained eye doctors in pediatrics, binocular vision, and vision therapy in the state. These problems are very common and can significantly affect you or your child's life.

It makes sense that many parents and adults are skeptical about how much vision therapy can help their children. There are a lot of good scientific and clinical studies that prove the effectiveness of vision therapy and orthoptics.

Binocular (using the 2 eyes together) vision problems are very common. Studies suggest that over 1 in 20 children have a significant focusing or eye muscle problem that can greatly affect their ability to focus and learn, let alone cause headaches. It is also important to understand that reading an eye chart will not find these problems.

The fact that so many children and adults needlessly struggle with these conditions is a main reason that Dr. Caughell is so passionate about educating others about them.

A simple eye chart screening can miss up to 1/3 of vision problems! Screenings DO NOT take the place of a full eye exam.

Symptoms of Binocular Vision Problems Include:

- Headaches
- Blurred Vision
- Eyestrain while reading
- Feeling tired after working on the computer and reading
- Reading difficulty and difficulty with reading comprehension
- Inability to focus or stay on task (Symptoms similar to ADD)
- Losing place frequently when reading or skipping lines
- Double vision
- Vision worse at the end of the day

#12 Emergency Eye Care

Our doctors are available 24-7 for eye emergencies. Please try to contact us first before heading to the emergency room or med-check. The contact numbers are available on the website (www.warsaweye.com) and on our answering machine.

This may include sudden eye pain, eye infections, metal in the eye, and sudden loss of vision among other things.

Thank You!!

DID YOU KNOW?

The American Optometric Association recommends children have their first eye exam at 6 months old, 3 years, and 5 years? - A thorough exam can safely be done on an infant!

There are over 1 million Americans with undiagnosed glaucoma.

Vision problems can significantly hinder your child's ability to learn.

Diabetics should have a dilated eye exam every year.