

Patient Information



Pacific Vision MEDICAL CENTER

Larry A. Eninger, M.D.

David E. Cink, M.D.

Physicians & Surgeons

Karl A. Bruhns, O.D.

Optometrist

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(541)469-5800

Welcome

We are pleased you have selected our office for your eye care needs. You can count on us to provide care with genuine concern for you and with the highest medical and ethical standards.

In this brochure, we have tried to give you some basic information about our practice and to anticipate your questions and needs. Please keep this brochure for future reference.

Services

Our office provides full-service general eye care for patients of all ages. Both Dr. Eninger and Dr. Cink have special interest and experience in anterior segment surgery, including small incision cataract removal and trauma care. Dr. Eninger has an additional interest in the management of glaucoma. Dr. Cink has a broad background in oculoplastic surgery and is one of the few surgeons in the North Coast area performing ptosis repair. Dr. Bruhns has special interest in glasses dispensing, contact lens fitting and low vision patients.

Any complex ocular problems beyond the scope of this practice will be discussed in detail with you and referred to the best subspecialist available.

Office Hours

Our Crescent City office is open Monday through Friday, 8:00 a.m. to 5:00 p.m. Our Brookings office is open 8:30 a.m. to 5:00 p.m. with no clinic scheduled on Thursdays.

Fees and Insurance

We share your concern about the cost of medical care. Our fees are appropriate for our specialty and this area. Information about charges is available upon request.

Because billing and collection costs often lead to increased fees, it is our policy that smaller charges, such as those for office visits, be paid at the time the service is rendered. Payment can be made by cash, check, money order, VISA, or MasterCard. We will work with you to make payment for major services, such as surgery, as convenient as possible. Fees for physician's services during a hospitalization or emergency room visit are billed to a patient's clinic account and are not included in the hospital bill.

Should you have special circumstances, which make payment of your bill difficult, please let us know IN ADVANCE so we can arrange a mutually acceptable payment plan.

Please remember the responsibility of payment is your direct obligation. A statement reflecting any unpaid balances on your account will be sent to you monthly. The account balance is due on receipt. Those balances over 60 days past due will be considered delinquent and action will be taken to collect the amount due unless you have previously made arrangements with us.

As a service, we will bill up to two insurance companies for you. However, your insurance company's contract is with you and not with our office. Although we will assist you in any way we can, we cannot accept responsibility for collecting your insurance claim or for negotiating settlement on a disputed claim.

Please be aware that refraction (determining your best corrected visual acuity with lenses), even though it is sometimes an important and integral part of your eye examination, is NOT covered by most insurance carriers, including Medicare. For this reason we will normally not perform a refraction on established patients whose vision has not substantially changed unless specifically requested to do so. **You will be responsible for that part of your exam if it is not covered.**

Vision Insurance

All spectacles, contact lenses and low vision aids must be paid in full at the time of ordering.

Co-pays, deductibles, and "patient options" beyond the scope of your plan's coverage are payable at the time of service. Please call the office to confirm that Dr. Bruhns is a member of your plan. If he is not, upon receipt of payment, our office will bill your vision plan at your request.

Medicare Insurance

To our Medicare patients:

Our doctors are Medicare "participating providers" which means they will AUTOMATICALLY accept assignment on claims for all Medicare patients.

Accept Assignment: This means the provider agrees to accept what Medicare allows. Of the allowable, Medicare pays 80% and the patient is responsible for the 20% coinsurance. Medicare patients are also responsible for their annual Medicare deductible and all non-covered services.

Billing Medicare: We bill all services rendered to Medicare patients.

Generally, Medicare reimburses the office within 3 to 4 weeks. If you do not receive an Explanation of Benefits, you may call California Medicare at 1 -800-952-8627 or Oregon Medicare at 1-800-452-0125, and they will send you a copy. If you have a secondary insurance and wish for us to bill them, please advise us at the time of your visit so the necessary paperwork can be completed. We will send you a statement only after we have billed both Medicare and your secondary insurance carrier, and given them 45 days to pay.

Medicare Advantage plans.

Most patients who have signed up for Medicare Advantage plans do not realize that providers are not required to see them, even if they are a Medicare provider. These plans have higher costs than Medicare and we may not accept them.

Confidentiality

Your medical records are privileged and confidential. Information will not be released to **anyone**, including insurance companies and relatives, without your written consent. The only exceptions to this are:

(1) A report of your care will be sent to your referring physician or optometrist for their records.

(2) Reports required by law will be filed, such as for Worker's Compensation claims.

Emergencies

If you have an emergency, which needs attention after the office is closed, please call our Crescent City office number. (707) 465-2020. You will reach our answering machine and will be instructed to leave your name and telephone number. The doctor will return your call within 5 minutes whenever possible. Remember, if you have gotten an acid or alkali substance in your eye, flush your eye copiously with water for at least 5 minutes BEFORE calling.

Telephone Inquiries

We welcome and encourage you to call the office during normal working hours if you have a problem or a question or need to get in touch with us for any reason. When you call our office, the receptionist will schedule an appointment, answer your questions, or channel your call to the doctor or his technician. Your call will be returned as soon as possible, but please let us know if you feel your problem is urgent.

In general, we will not charge you for brief telephone inquiries. However, a charge may be made for extended consultations.

Prescription Refills

Our doctors generally prescribe enough medication, with refills if needed, to assure you are adequately supplied until your next appointment. If you need a refill, call your pharmacy and request this. We will communicate with your pharmacist to ensure you receive any necessary medications.

Professional Background

Ophthalmology is one of the oldest medical specialties in the United States and both Dr. Eninger and Dr. Cink are proud to be board-certified members of that specialty.

Optometry encompasses many aspects of eye care, from spectacle correction to vision training. Dr. Bruhns has been a board-certified optometrist since 1985.

Dr. Eninger completed medical school at the University of Iowa in 1975. He then completed his internship and served as a medical officer and flight surgeon in the U.S. Navy. He completed ophthalmology training in 1983 and thereafter gained a superb clinical experience while serving on the teaching staff at the Naval Hospital San Diego, the world's largest military hospital.

In 1987, he left his position as Assistant Chairman of the Naval Hospital Department of Ophthalmology to accept an offer for a more patient oriented position at Scripps Clinic and Research Foundation in San Diego. He then practiced at Scripps Clinic until being lured to coastal California/Oregon by its beauty and tranquility.

Dr. Cink received his medical degree from Emory University School of Medicine in 1982. After completing his internship, he served as a medical officer and flight surgeon in the U.S. Navy. He completed his ophthalmology training in 1989 at the Naval Hospital San Diego and then gained an extensive clinical background as a staff ophthalmologist at the Naval Hospital Charleston, South Carolina where he also served as the family practice resident instructor in ophthalmology and hospital physical fitness coordinator. He joined Dr. Eninger in 1991, bringing his professional expertise and patient-oriented manner to a growing practice.

Dr. Bruhns received his Doctor of Optometry degree from the Southern California College of Optometry in 1984. His training included service at Madigan Army Medical Center and the Los Angeles Veterans Administration. He emphasizes family practice and the fitting of contact lenses. He practiced optometry in southern California with ophthalmologists and in private practice settings until joining Dr. Eninger and Dr. Cink in 1996.

Appointments

All patients other than true emergencies are seen by appointment only. Please assist us by stating the reason for your visit when you call so we can set aside the appropriate amount of time for your appointment.

Please call to schedule your appointment during office hours and leave a telephone number where you are available during the day. This allows us to contact you in case of an emergency, delays, or scheduling changes. If you must cancel an appointment, please notify the office as far in advance as possible. We will be happy to reschedule your appointment.

Because we appreciate the value of your time, we will make every effort to see you on schedule. Likewise, we appreciate you arriving on time. If unexpected delays cause you to arrive a few minutes late we will see you as soon as possible. Prompt patients will, of course, be seen first. If you are more than 15 minutes late, please expect to be rescheduled.

Occasionally emergencies may arise which will delay your doctor. We ask for your understanding in such situations. We will see you as soon as possible or reschedule your appointment, whichever you prefer. If you have an emergent problem, we will work you into the schedule as needed.

Your First Visit

We ask all new patients to arrive at the office at least 15 minutes prior to your first appointment to register and fill out a medical history form. We will send these forms to you in advance if time allows. Please bring all your insurance information as well as a list of all medications you are taking, including eye drops. Always remember to bring your glasses with you for any appointment.

You should expect to have your pupils dilated when you visit our office. This enables us to thoroughly examine your retina. Your close vision may be slightly blurred and you may want to bring someone along to drive you home. The effect of the dilating drops usually lasts from 3 to 6 hours, but some people experience a prolonged effect.

Locations

Below are maps to help you find our offices. If you need additional directions, please do not hesitate to call for assistance.

