

Up North Eye Care

Welcome to Up North Eye Care! We are delighted you have chosen us, for your eye care needs. The doctors and staff of Up North Eye Care are dedicated to you and your vision needs. Great vision care takes participation from both the doctor/staff and you; the patient. Here is some information, about our office, that will be useful to you over the course of your vision care.

Meet our Physician:

Dr. Leann Marie Burns is an Optometry Specialist. She graduated with honors from Illinois College Of Optometry At Chicago in 2019. Having more than 4 years of diverse experiences, especially in OPTOMETRY, Dr. Leann Marie Burns affiliates with no hospital, cooperates with many other doctors and specialists without joining any medical groups.

Dr. Burns was born and raised in Posen, Michigan. She enjoys biking, boating, playing softball, camping and side by side rides.

Up North Eye Care has two locations:

Alpena Office

224 E. Chisholm St., Suite A
Alpena, Michigan 49707
(989) 354-5890 Fax: (989) 356-6213

Hours:

Monday	8:00am-5:00pm
Tuesday	8:00am-5:00pm
Wednesday	8:00am-5:00pm
Thursday	8:00am-5:00pm
Friday	8:00am-NOON

Rogers City Office

100 W. Erie
Rogers City, Michigan 49779
(989) 734-3456 Fax: (989) 734-0936

Monday	CLOSED
Tuesday	9:00am-5:00pm (closed 1-2 for lunch)
Wednesday	9:00am-5:00pm (closed 12-1 for lunch)
Thursday	9:00am-5:00pm (closed 12-1 for lunch)
Friday	CLOSED

What does a comprehensive eye exam include?

Your optometrist will determine what tests are needed based on your medical history.

However, most comprehensive eye exams include the following:

- **Visual acuity** to test the sharpness of your vision, usually with an eye chart
- **Visual fields test** to check for blind spots in your vision
- **Retinoscopy** to estimate your eyeglass prescription
- **Refraction** to determine your exact eyeglass prescription
- **Slit lamp** to check for common eye diseases and conditions
- **Retinal photo screenings** to test for diabetic retinopathy - *optional*

- **Tonometry** to test for glaucoma
- **Ophthalmoscopy with dilation** to examine the optic nerve, retina, and blood vessels. Pupil dilation is performed to purposefully increase the size of the pupils during an eye exam so that our eye doctor can fully examine the health of the optic nerve and retina. The exam is critical to preventing and treating eye conditions that could potentially lead to vision loss.

How often should I get a comprehensive eye exam?

- Most eye care professionals recommend yearly eye exams. But it depends on your age, risk factors, and whether or not you wear corrective lenses.
- The American Optometrist Association (AOA) recommends children have their eyes examined at 6 months old, three years old, at the start of school, and every two years until age 18.
- For adults, the AOA recommends a comprehensive eye exam every two years for ages 18 to 60 at minimum and annual exams for seniors age 61 and older.

What about contact lens exams?

A comprehensive eye exam typically does not include a contact lens fitting. So you may need to schedule a separate contact lens exam. Contact lens exams are due yearly.

Just let us know if you're interested in contact lenses, when you schedule your appointment, and we'll make sure you are scheduled for the appropriate appointment.

Is it an emergency?

If you think you have an emergency, it is best to trust your instinct and get immediate help.

Here are some common situations that should be considered urgent:

- Eye infections
- Foreign objects in the eye, such as small shards of glass or metal
- Cuts or punctures of the eye or eyelid
- Chemical exposure causing pain or vision problems
- Sudden vision loss or change in your vision
- Scratches caused by foreign objects
- Sudden onset of floaters or flashes of light

Can I do basic first aid at home?

In an emergency, there is no substitution for experienced medical care. But here are a few guidelines you can follow in specific emergencies:

- **If you have chemicals in your eyes**, flush your eyes with water for 15 minutes and don't cover the affected eye.
- **If there is a foreign body in the eye**, avoid rubbing and try to gently rinse away the debris.
- **If you have sustained a major blow to your eye**, use a cold compress to prevent swelling.
- **If your eye or eyelid has been punctured**, try to cover the eye. For instance, if you have an elongated object stuck in your eye, use the bottom of a foam cup to stabilize the puncturing object. Do not rinse.
- The best way to protect yourself from eye emergencies is to educate yourself about the risks and act accordingly.
- Make sure you wear protective goggles in situations where your eyes are at risk. Keep a first aid kit that includes a rigid eye shield, eyewash, and sterile gauze in any area where your eye could be exposed to damage.

Acting quickly during an emergency eye situation is critical. If you need emergency help, call 911 or go to the nearest Emergency Room or call us at Up North Eye Care for immediate assistance.

Once you're scheduled:

At your appointment: *(please arrive 5-10 minutes early)*

- please bring a medication list with you to each appointment for photocopying.
- Our staff will have you review your address and phone number.
- Our staff will ask about any insurance changes. While we can help confirm and obtain authorization for your vision coverage, it is your responsibility, as a patient, to know and understand what Vision and Medical insurance you have. It is also your responsibility, as a patient, to know your eligibility date, coverage benefits and co-pays.

Personal Consents and Privacy:

Up North Eye Care takes your personal consent and information privacy, seriously! From time to time, we will have you update consent forms and privacy forms. A copy of our Notice of Privacy Practices

is posted in our Patient Waiting Room. A copy is also attached to this packet, for your review.

Payment Policy:

- Co-payments are due and expected at the time of service.
- A deposit of at least 50% or more is required **prior to ordering** material made for your prescription.
- Accounts that are 90 days old are considered delinquent and will be subject to legal collection procedures.
- There will be a service fee of \$45.00 on all returned checks.
- Patients that have an HMO Medical insurance are responsible for obtaining any HMO Global Authorizations, before any medical services and/or testings are rendered. If a referral is not obtained prior to services being rendered, the patient is responsible for payment at the time/day the services are rendered.

What are my options for lenses?

There are many eyeglass lens options available. Your eye care provider will take your lifestyle and vision correction needs into consideration when helping you select the right lenses for your eyes.

Here are some of the most common eyeglass lens types:

- **Transition lenses**– These lenses are made of dynamic materials that automatically adjust to the level of surrounding light. They can take the place of prescription sunglasses and help block UV rays. Please note; transition lenses do not darken behind a car windshield, but to the UV protection in the windshield.
- **UV coated lenses**– UV coating can be applied to regular eyeglasses unless the lens is made with polycarbonate. UV coated lenses look like any other lens – the coating is transparent.
- **Tinted sun glass lenses**– If you are getting prescription sunglasses, you might want to get tinted eyeglasses instead. These look like sunglasses and protect the health of your eyes by keeping out UV rays, but technically they aren't true sunglasses.
- **Scratch-resistant coating**– A transparent coating that helps protect glass lenses from those annoying scratches. Scratch-resistant coating is especially useful for children's eyeglasses.

- **Plastic lenses**– Plastic lenses make the entire eyeglasses weigh significantly less than glass lens eyeglasses. If you are a person who dislikes feeling the weight of eyeglasses on your nose, this lightweight alternative might be right for you.
- **Thinner lenses**– The special polycarbonate lenses greatly reduce the thickness of the lenses so that the eyeglass profile is more attractive. Thinner lenses come in thin, extra-thin and thinnest available.
- **Anti-glare lenses** – Anti-glare lenses are dipped in a special material to make them less reflective than regular eyeglass lenses. This coating also improves the function of the eyeglasses because less light is lost and the wearer enjoys very clear vision.
- **Progressive Lenses**-an eyeglass lens having a smooth transition between parts with different focal lengths, correcting for vision at all distances.
- **Bi-focal lenses**- Bifocal eyeglass lenses contain two lens powers to help you see objects at all distances after you lose the ability to naturally change the focus of your eyes due to age, also known as presbyopia.

What are my Contact Lens Options:

There are many contact lens options available. Your eye care provider will take your lifestyle and vision correction needs into consideration when helping you select the right lenses for your eyes.

Here are some of the most common contact lens types:

- **Hard contact lenses**– Hard contact lenses are rigid gas permeable. This means that they are porous enough to allow oxygen to enter through to the cornea. Hard contact lenses keep their shape on the eye. As such, they are sometimes recommended to curb the progression of nearsightedness in younger wearers.
- **Soft contact lenses**– Soft contact lenses are popular because they are very comfortable for the wearer. Soft contact lenses don't "pop out" the way hard lenses occasionally might. Soft lenses are appropriate to correct near and farsightedness and astigmatism.
- **Disposable soft contact lenses**– Intended to be worn for a short time, to help prevent allergic reactions or bacterial infections in sensitive wearers. Disposable lenses are also appropriate for children who might not take excellent care when cleaning their lenses.
- **Extended wear contact lenses**– Extended wear contact lenses are designed to be worn constantly for long periods of time – up to a week. They do need to be deep cleaned weekly, however. Unlike

all other lenses, extended wear contacts can be worn while sleeping. The lens type allows sufficient oxygen to reach the eye for health.

- **Daily wear contact lenses**– Most contact lenses are daily wear. That is they are worn all day and then removed at night for cleaning. These lenses generally last until their given expiration date, at which point they must be discarded and replaced because the lens material begins to break down.
- **Colored contact lenses**– These are worn to enhance or completely change the visual color of the iris. They are still prescription contact lenses, however, and need to be treated with the same care you would give to regular lenses. Many — but not all — brands of contact lens companies offer colored lens options.

Once your Optical order has been placed and/or received:

- All optical orders are expected to be picked up **within 30 days** of delivery to our office. **After 30 days**, your order will be returned to the lab, any monies used for the deposit **will not** be returned.
- Any remaining monies owed on your optical order is due and expected at the time of pick up.
- Your new glasses come with limited warranties on select part and materials. Each frame comes with either a one or two year manufacturer's warranty* from the date of purchase and is dependent on the frame line.
- Warranties on lenses will vary on which lens treatments you chose to have used. If a premium anti-reflective or scratch coating was used there is a two year warranty* from date of purchase. If a standard anti-reflective coating was used there is a one year warranty* from date of purchase.
- If no coating is selected at time of ordering there is a limited warranty within one year. In the case of lenses with no coating, the lenses will not be covered under warranty due to scratches of any kind.

Our company policy for both frame and/or lens warranties is as follows:

- Within three months from date of purchase there will be no additional charge. After three months, there will be a warranty service charge for care and handling.
- Our office offers adjustment as well as small repairs on frames, free of charge. In the event a repair is needed, our staff will need to examine the frame in person to evaluate what – if anything – we can do.
- If a larger repair is needed and a warranty on lenses is approved, we will need to send the frame to

* The warranties provided for both frames and lenses are from the manufacturer and will only cover manufacturer defects. It **WILL NOT** cover mishandling, self repairs, gluing, abuse or loss of frame and/or lenses. This decision will be left to the manufacturer to determine, **NOT** Up North Eye Care.

our lab for edging and mounting of the lenses, there is a small charge of a warranty copay. This process takes approximately two weeks.

- If there is any kind of adjustments, repairs, gluing, etc done by the patient or outside of Up North Eye Care, all warranties will be voided.
- If it is determined that the frame and/or lenses are damaged from failure to follow the provided care instructions, it will void any and all warranties.

Caring of your new lenses:

- A microfiber cloth is great to wipe away light dust, fingerprints and smudges.
- Heavily soiled lenses should be rinsed with cool water and washed with a mild soap. We recommend Dawn dish soap
- Approved spray cleaners may be used on lenses as well. If there is an anti-reflective coating, the spray should be approved for an anti-reflective coating. Avoid sprays with large amounts of alcohol or ammonia as this can cause damage to the lenses. We do recommend rinsing the lenses in cool water if there is dust or dirt present. Failure to do so may cause scratching.
- Dry lenses with a soft cotton cloth, like a handkerchief. Avoid using your clothing or any paper products like tissue or paper towels, these will cause scratching.
- We strongly recommend NOT using prepackaged lens wipes. Although they are marketed for cleaning lenses, they are made of paper products and contain cleaners that are not safe for all coatings, and may also cause scratching.
- Any type of extreme temperature change can cause damage to the lenses, heat in particular. Be sure to use caution around grills, ovens and wood stoves, just to name a few. Do not leave them in your car or use hot water on your lenses. This may cause considerable damage and render the lenses unusable.
- **FAILURE TO FOLLOW ANY OF THE RECOMMENDATIONS LISTED ABOVE MAY VOID ANY AND ALL WARRANTIES.**
- Remember, the safest place for your eye wear is in their case if they're not on your face!

Frequently asked Questions:

How do I order additional Contact Lenses?

1. Call our office, you'll be put into our Optical Lab voice mail. **Why voice mail?** All orders must be verified and approved. Please remember contact lens prescriptions are valid for 1 year from the date of your exam.

Leave the following information: Your First and Last name

Date of Birth

How much you would like to order?

Are you using insurance benefits?

A contact number we can call you back at.

2. Once this information is received all contact lens scripts will be verified and authorized. Pricing will be obtained and we will contact you to place your order.
3. Once your order is received in our office, you'll be notified. You then have 30 days to pick up your order.

How do I get a Medication prescription refilled?

1. Call our office. For the Alpena location, ask for Angela. For the Rogers City location ask for Terri. We will be your source of contact for prescriptions and will notify Dr. Burns.
2. Please have available:
Name of the medication
How do you take the medication
Name and Phone No. to your Pharmacy
3. Angela or Terri will then communicate with Dr. Burns and let you know when your prescription has been sent to the pharmacy.

I am ready for Cataract Surgery. Now what?

1. Call our office. We'll discuss with you what steps need to be taken. Sometimes, an appointment with Dr. Burns is required first.
2. If you've already seen Dr. Burns and have agreed for Cataract Surgery, your information will be given to Leslie. Leslie is our Cataract Coordinator with the specialists' offices. Leslie, will schedule your initial appointment and contact you with your appointment information.
3. If you've seen Dr. Burns and know you need Cataract Surgery, but hadn't quite made up your mind yet, and are now ready to schedule. Call our office and ask to speak to Leslie, the Cataract Coordinator.

