

Office Visit Information:

- Please arrive 15 minutes early for your appointment and bring completed *New Patient Information Sheet* to your first appointment.
- Remember to bring your insurance cards and co-payment.
- Please bring a list of current medications and any over-the-counter (OTC) medications.
- As a courtesy to patients with COPD and Asthma, we ask that you do not wear cologne or perfume on the day of your appointment.
- Minor patients (under age 18) must be accompanied by their parent or legal guardian for all visits. Unaccompanied minors will not be treated.
- Payment is due at time services are rendered. VISA, MasterCard, Check, Debit Card and Cash are accepted.

Gastonia Office Hours:

Monday	8:00 am – 5:15 pm
Tuesday	8:00 am – 5:30 pm
Wednesday	8:00 am – 5:15 pm
Thursday	8:00 am – 6:45 pm
Friday	8:00 am – 5:15 pm

2325 Aberdeen Blvd, Suite A
Gastonia, NC 28054
Phone: 704.853.3937

Dallas Office Hours:

Monday	8:00 am – 5:00 pm
Tuesday	8:00 am – 5:45 pm
Wednesday	8:00 am – 5:00 pm
Thursday	8:00 am – 5:45 pm
Friday	8:00 am – 5:00 pm

820 Lower Dallas Highway
Dallas, NC 28034
Phone: 704.922.9808



Office Policies

*Thank you for choosing
Gaston Eye Associates!*

www.gastoneye.com

Welcome to Gaston Eye Associates!



Our team is committed to the health and well-being of all our patients.

Gaston Eye Associates is recognized as the preferred provider of primary and surgical eye care in the Gaston County region.

We are committed to upholding the highest standards of medical care.

We hope you will find the following information informative and useful.

Insurance Coverage

We welcome most insurance coverage including but not limited to:

United Healthcare, Medicare, Medicaid, Blue Cross/Blue Shield, Tricare, Cigna, Aetna, and Wellpath.

If you are not insured, we offer affordable fees and flexible payment plans. Please be sure to bring your insurance card and referral (if required by your insurer) to your appointment.

Vision plans including but not limited to: VSP, EyeMed and Superior

Calls During Business Hours

If you need to contact a physician during business hours:

- Please leave a message on the medical assistant's voicemail.
- If the message is left in the morning, the call will be returned in the early afternoon.
- If the message is left in the afternoon, the call will be returned by the end of the day.

Your patience is greatly appreciated!

Cancellation/No-Show Policy

As a courtesy to our patients, an automated system will call to remind you of your appointment two (2) days before the scheduled date/time.

If you need to cancel an appointment, please give us 24-hour notice.

After Hours Emergencies

One of our physicians is on-call at all hours of the day. Please call the office number for on-call doctor information.

- If you call the doctor on call, please leave a message and your call will be returned as soon as possible.

Privacy of Health Information

In accordance with the Health Information Portability and Accountability Act (HIPAA), Gaston Eye Associates has a policy to protect the privacy of your medical information. Please let the front desk staff know if you would like a copy. You may also obtain a copy on our website, www.gastoneye.com.

Other Information

The following require a 24-48 hour turn around time:

- Prescription refill requests
- Medical record requests
- Disability forms and FMLA papers
- DMV Forms

Grievance Policy

The physicians, management and staff of Gaston Eye Associates support our patients' rights by providing a grievance process to respond to your concerns regarding quality of care and other issues regarding our practice.

We encourage you to contact us with your concerns. You may contact us verbally or in writing.

• Verbal Grievance

Ask to speak with the administrator at 704.853.3937

• Written Grievance

Write to us at:

Administrator
Gaston Eye Associates
2325 Aberdeen Blvd., Suite A
Gastonia, NC 28054