

Hello and Welcome to Grassi Retina!

You recently scheduled an appointment to see Dr. Michael Grassi at Grassi Retina MD SC.

We would like to extend a very warm welcome to you! We sincerely appreciate you choosing us for your retina care and we look forward to getting to know you.

Here is what you can expect:

1. The first contact was the New Patient Registration which you have just completed and/or was completed with your referring doctors office (optometrist or ophthalmologist). At this time, we gathered your name, address, preferred phone number, and email address. We also obtained your health insurance information and verified that we are in network with your insurance. And, finally, we scheduled your appointment with Dr Grassi.
2. After your New Patient Registration, you will receive 3 emails
 - a. This welcome email
 - b. Our COVID Guidelines so that you know what to expect at your appointment
 - c. Our Patient Financial Policy which should be signed and brought into the office
3. After this phone call, we will make sure that we have your referring doctors notes in our office and that we have reviewed them in order to prepare for your New Patient Intake which will take place in our office at your appointment.
4. If you have any other doctors who may need to send us notes, we would ask that you contact them and request those notes to be sent to our office if possible. Due to HIPAA, we will be unable to get them before your appointment - only you can do that. Please have everything faxed to our office at 630.995.3622 so that we can review them and put them into your medical record electronically. This will help us to prepare for your visit and will give Dr. Grassi a full picture of not only of your eyes but also of your general health and how that may be or will be affecting your eyes in the future. Some retina conditions are closely linked or a result of an underlying medical condition (diabetes, high blood pressure, cancer, etc.) We ask that these notes be faxed in advance of your appointment if at all possible so that we have time to read them before we see you.

Notes that we would like to have are as follows:

- a. Primary Care Physician "last notes" (from just the last time you saw him/her)
 - b. Any other eye specialists that you have seen recently (Ophthalmologist/Optometrists) This does not include the doctor that referred you, we will be able to get those for you.
5. The next contact you will have with us will be your New Patient Appointment in the office, at this time we will perform a comprehensive exam and perform any testing that you need in order to determine what your retina condition is and what treatment you may need. You will also have time scheduled to visit with Dr Grassi to review the tests, discuss next steps and to ask any questions you may have. Please note that our office is very busy and that a "no show" or cancellation of this appointment in less than 24 hours will result in a "no show charge" since we will be unable to move someone from

our waiting list into your spot in that short time frame and our staff will have already been scheduled and waiting for you at your reserved time.

6. It is possible that you may be asked to return for additional testing or treatment, if Dr. Grassi feels this is necessary after reviewing your initial exam. Some retina conditions will require monitoring in order to avoid vision loss, in this case we will ask you to return at specific time intervals in order to see if your condition is improving or worsening. You may have no symptoms but testing will reveal the status of your condition. Dr Grassi will discuss this all with you at the end of your first appointment with him.
7. Your eyes will be dilated at your first appointment and all subsequent exams (not for injection appointments). Eye dilation is an important part of any comprehensive retinal examination so that the doctor can see your retina which is located in the back of your eye. For a few hours after a dilated eye exam, your vision may be blurry and you may be sensitive to light. Please bring your darkest sunglasses for your drive home and consider asking a friend or family member to drive you home from your appointment.
8. Please turn off your cell phone sounds during your appointment. Please do not make or receive phone calls during your appointment. Cell phone interruptions can affect the quality of your visit and are disruptive and distracting to our staff who need to concentrate when they are taking care of you.

Here is some information you may need:

Our address is 1012 95th Street, Suite 9, Naperville IL 60564

Our phone number is 630.995.3465

Our fax number is 630.995.3622

Our website is www.grassiretina.com

If you have any questions at all, please feel free to contact us.

Thank you for trusting us with your care. Dr. Michael Grassi and the entire staff look forward to meeting you soon.

Sincerely,

Grassi Retina MD SC