

Pediatric Ophthalmology FAQs

What is your new referral model?

We now have three pediatric fellowship trained pediatric optometrists, [Alicia Chacon, OD](#), [Tracey Strombeck, OD](#), and [Jamie Weiser, OD](#). They are evaluating all new patients at this time. If a patient needs surgery or has a difficult medical problem, they will refer your patient to one of our pediatric ophthalmologists.

Do I need to specify that the patient see an optometrist or ophthalmologist?

No. You may have your office or the patient call central scheduling and they will arrange a timely appointment with one of our providers. You do not need to specify optometry or ophthalmology. We have protocols in place for scheduling to make the appointment with the appropriate provider?

Do you have immediate access?

Yes. We now have immediate access (within one week and sometimes same day) with the optometrists at our Mequon and New Berlin clinics. The ophthalmologists have appointments specifically slated for our optometry referrals. The fastest way to see the ophthalmologist is to be seen and evaluated by the pediatric optometrist.

Will a patient be able to see an ophthalmologist?

Yes. If your patient needs to be seen by the ophthalmologist after evaluation by our optometrist, a prompt referral will be made.

If my patient sees an optometrist first and then needs to see an ophthalmologist, will this be an extra appointment?

No. When a patient sees the pediatric optometrist, they are able to get a comprehensive exam and initiate the necessary treatment and triaging. For example, we do not perform strabismus surgery with one set of measurements ("measure twice, cut once"). The optometrist will perform the first set of measurements and start glasses or patching if necessary. Then a second measurement will be done by the ophthalmologist. If there is no improvement, then the patient can go to surgery. In the event there is a complex medical problem, the ophthalmologist is contacted and orders the appropriate tests so that results can be discussed with the ophthalmologist at the follow up visit. In many cases, the optometrist and ophthalmologist are working side by side in the clinic, so the ophthalmologist may become directly involved at the first visit.

What types of patients can I refer?

Patients who fail a vision screen under the age of 5 years, concern for ocular pathology such as strabismus, ptosis, ROP, glaucoma, cataracts, NLDO obstruction after 10 months of age, and patients at risk for ocular problems due to a systemic disease (JIA, craniosynostosis). Trauma patients or patients who need emergent imaging should be sent to the Children's Hospital Emergency Department. An ophthalmologist is on-call for ED coverage 24 hours per day.

What about patients with a Medicaid HMO or United Healthcare?

Some insurances will not reimburse our practice for seeing "routine" patients. Routine diagnoses include conditions such as Astigmatism, Blurred Vision, Refractive error or Failed Vision Screening.

Herslof carries contracts with the State of Wisconsin for the following Medicaid HMO's: Molina, CCHP, iCare, Trilogy, Network Health and Managed Health. As of January 1, they will no longer be accepting UHC/Badgercare Visit their [Web site](#) for more information

All children under the age of 5 with the Medicaid HMO's listed above can be seen in our clinic, since Herslof's equipment is not adequate to perform an exam on a child in this age range.

United Healthcare will not reimburse us for seeing any child with a routine diagnosis. However, we are able to see children with a medical diagnosis or a referral from an eye care professional.

Can I refer a patient after hours?

Yes. For emergencies that you think will need specialty care, we have an ophthalmology resident on call after hours. These patients can go to the Children's Hospital Emergency Department and an ophthalmologist will evaluate your patient. Appropriate follow-up will be made. There are some same-day, urgent clinic appointments available. These appointments will need to be made during regular business hours.

What happens if after evaluation, my patient does not need specialty care?

We will refer the patient back to a local eye care provider. This will be the case for a child who needs glasses but does not have any other ocular pathology or visual development issues.

Do you fit contact lenses?

At this time, we are limited to fitting patients for contact lenses only if they have had cataract surgery. This is a service we hope to provide in the future.

Do you have an optical shop for children to obtain glasses?

Not at this time. Medicaid patients need to go to Herslof or Vision Mart to obtain glasses as these entities have the state contract to provide optical services.

If a patient has vision insurance, can they be seen?

Children's is not contracted with any vision plan. If a patient has a routine diagnosis (e.g. failed vision, blurred vision), they should refer to their vision plan for a provider that is considered in network for that plan.

Are there any plans for ophthalmology to provide care closer to home in the Fox Valley?

Not at this time. If we are successful in our optometry model, we will look to hire another fellowship trained pediatric optometrist to see patients in your area.

Process change for Physician Referral and Consultation Center calls for Ophthalmology

Urgent calls from

- Eye care professionals
 - Business hours: Monday - Friday 8 a.m. - 4:30 p.m. transfer call to Eye Clinic to speak with MD/OD
 - After hours: 4:30 p.m. – 8 a.m., weekends/holidays page Ophthalmologist (attending) on-call
- Other medical professional
 - Transferred to Emergency Department

Non-urgent calls

- Business hours: Monday - Friday 8 a.m. - 4:30 p.m. transfer call to Eye Clinic. Staff will triage and notify provider in clinic
- After hours: 4:30 p.m. – 8 a.m., weekends/holidays, forward to triage line and notify caller of call back by next business day

Contact information

Children's Hospital Eye Clinic front desk and nurse line: (414) 266-2020
Division Administrator, Lori Pimentel: (414) 266-2094