



Thank You For Waiting With Us!

Welcome to Malouf Eye Center, where our mission is to protect and restore vision and our goal is to create an exceptional patient experience from start to finish. Please read this guide to see some reasons why this appointment may be longer than appointments at other doctors' offices and how your vision is our top priority.



Comprehensive Health History

Many systemic health conditions (diabetes, high blood pressure) can be first diagnosed during a routine eye exam. For this reason, our technicians must take complete health histories from each patient so that the provider knows this before the examination.



Full Review of Medications

Did you know that many medications can affect the health of the eyes? Our technicians do a full review of medications so that the providers can pay special attention during the exam for side effects of certain medications which can manifest in the eye. This may require additional testing to monitor these side effects.



Full Eye Work-Up

Our skilled technicians perform a thorough eye exam consisting of 10 different tests. This can range in time from 15-25 minutes alone. These are vital to providing the doctor with the information they may need to treat and diagnose your visual symptoms properly.



Dilation

Although the exact amount of time it takes for a patient's eyes to dilate may vary, routinely, it is 10-20 minutes. This is another crucial step to see all of the complex parts of the eye itself.



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Additional Testing

Whereas in some other doctor's offices, you are sent outside of their clinic for additional testing, such as an MRI or bloodwork, most of our additional testing is done onsite. This can result in additional wait time as the test needs to be performed, uploaded into your chart, and then interpreted by your provider. This is convenient for our patients as they do not need to go off-site, return to our clinic on another day or pay an additional copay. Still, it can cause additional wait times with things happening behind the scenes to get this information uploaded and interpreted by your provider.



Emergencies

Our clinic is committed to serving the community. We try to allot time in the schedule for emergency add-on patients whose conditions may be at risk of losing sight. With these emergencies, each situation is different and we are unable to predict how long these will be. Always remember we will spend just as much time with you as you need to have your questions answered and receive the necessary treatment for your visual concerns.



Surgical Scheduling

In the event your visual needs require surgery, we try our best to have you meet with the coordinators before leaving the office. They will provide all of your instructions, a paper copy of the consent, and all information to take back to your primary care for clearance before surgery. This is a lot of information and we want to make sure you have the time you need to ask questions and prepare for your surgery. This usually takes about 30 minutes to complete in the office.

Please know and trust that an overly-lengthy wait time in our clinic is never our intention. We are constantly tweaking our schedules and workflow to mitigate lengthy wait times. If you have any suggestions, please see someone from our Patient Care Team and they can direct that to our Practice Manager. You will also receive a follow-up survey link that if you experienced a long wait time you can leave us specific feedback on how to improve. We can guarantee that each of our technicians and providers makes your ocular health our priority! Restoring and protecting sight is what we do and you are in great hands.