



Johnston Ocular Prosthetics, Inc.

Lisa C. Johnston, BCO, BADO

Specialist in Making Artificial Eyes Since 1954

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ARTIFICIAL EYE CLINIC

By Appointment only for Raleigh, Greenville, Charlotte, Savannah, Benson, and Surrounding Areas.

Call: (919) 207-2515 or 1-866-895-1840

Dear Ophthalmologists and other Medical Professionals and our mutual patients,

First let us thank you and your staff for your loyal support. We both know from past experience that our patients always get the best possible service, if we can both work together. So, good communication is a must.

We have sad news that my father, Edwin R. Johnston has passed away, November 8, 2014. He was loved by all, and will be dearly missed by so many. Due to the increased family demands we will not be mailing out our annual clinic schedule until further notice.

We still desire to do our utmost to care for your entire patient's ocular prosthetics needs. Your office or the patient can email us at officemanager@jopinc.com or by calling our Benson, NC main office @ 919-207-2515 to request an appointment, since we have rearranged our schedule to be by appointment only.

I am still very proud to say Johnston Ocular Prosthetics, Inc. has been making and fitting Ocular Prosthesis since 1954. I am still in a unique position of sitting on the ASO (American Society of Ocularists) Education Committee for over a decade now. Taking on this responsibility of training all Ocularists desiring Board Certification both here in the States and Canada has been a passion of mine that you and your patients are benefiting from my experience with the latest technology and skills.

In the past we have enclosed a brochure showing in more detail the importance of referring your patients only to a BCO (Board Certified Ocularists). This brochure can now be accessed by going to www.ocularist.org > Resources. As members of the ASO, we have compiled many basic questions, in an easy to use brochure for you as the specialist to show your ocular prosthetic patients. This will aid to bridge the gap for the patients that you refer to our office for the first time.

We also advocate routine visits to have the prosthesis machined cleaned, re-glazed and examined for fit. Did you know that your patients' prosthesis should be replaced every 3-5 years? Please refer to the Patient Handbook or visit our website for more instructions. www.JOPInc.com > Patient Resources.

A **Letter of Medical Necessity (LMN)** on your letterhead along with an **Insurance Referral** is now a requirement from the patients' insurance company for Prior Approval and filing. The letter should include a brief medical history, if known - the reason for eye loss, date of surgery, implant type and size, and any patient particulars and/or chief complaints. Within this LMN, please state if the patient needs a new prosthesis or re-fit, and that it would be medically necessary for the patient to return 2 to 4 times annually for a machine clean and polish to maintain the health of the socket.

We are really serious about pleasing you and your patients and welcome all your comments, and we are dedicated to offering the best Ocular Prosthetic service.

So if your patient is in need of the service of a Board Certified Ocularist, think of us and call the Benson, NC office for more information. We are looking forward to working with you and your office in providing the best artificial eye service.

Sincerely Yours,

Lisa C. Johnston, BCO, BADO

Board Certified Ocularist

Johnston Ocular Prosthetics, Inc.