Pediatric Ophthalmology FAQs

What is your new referral model?
We now have 3 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 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, 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.

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.

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.

Contact information
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