Fall 2022

EYE CARE TODAY

Advances in eye care. Connections to experts.

FALL SEMINAR EXPERT PANEL A SUCCESS.

Dr. Sebastian Heersink, Dr. Richard Bryant, Dr. Irene Ludwig and Dr. Ron Swendris served as subspecialty experts.

Thank you to those of you who attended the September 22 Q&A Panel Discussion at Eye Center South – Dothan. Dr. Harsha Sen, Retina Specialist, moderated a lively discussion between guests and our panel of subspecialists consisting of Dr. Sebastian Heersink, Cataract and Cornea Specialist; Dr. Richard Bryant, Oculofacial Plastic Surgeon; Dr. Irene Ludwig, Pediatric and Strabismus Specialist; and Dr. Ron Swendris, Glaucoma Specialist. The purpose of the Eye Education Foundation is to provide opportunities for MDs and ODs to grow in education and collaboration with one another to better serve patients. These gatherings are not only a wonderful time to socialize with peers but also a chance to learn from one another and grow professionally. Thank you for your continued support of Eye Education Foundation events.

Dr. Ludwig sharing before/after strabismus surgery pictures with Dr. Mishra

Dr. Sen and Travis Wright, Regional Director of Operations for Eye Center South

REGISTER NOW FOR 34TH ANNUAL EEF SEMINAR

CLICK TO REGISTER

Follow us on Facebook @EyeEducationFoundation for updates throughout the year.

GIFT OF SIGHT PATIENT UPDATE

Gayle Waterson was recommended to apply to the Gift of Sight program by Dr. Lauren Albert of Dothan Optometric Clinic. Prior to having cataract surgery, Mrs. Waterson had the visual acuity of light perception only. She was unable to do daily activities and needed regular assistance from loved ones. After cataract surgery, her vision is now 20/25! She is very thankful to Dr. Heersink, Dr. Albert, and Eye Center South for allowing her to be part of the Gift of Sight Program. "It's amazing!" says Mrs. Waterson. Her husband says, "My wife has her life back! Thank you to all ODs who participate in this wonderful annual initiative.

Lauren Albert, O.D.
Dothan Optometric Clinic

Dr. Marnix Heersink and patient Gayle Waterson

CALL CENTER UPDATE

To improve efficiency and increase service to you, 18 months ago, we centralized appointment scheduling to a new Call Center Department housed in our Dothan clinic. During this transition, we were impacted by COVID, staff shortages and some new hires who have been rapidly on-boarding to serve you. Some of your offices have experienced frustration with call hold times and/or difficulty scheduling your patients. Based on your feedback, we know you would like to directly call to the Eye Center South clinic to which you are referring patients (and avoid being routed through the Call Center), when needed. Thank you for your patience as we establish new processes to better meet your needs. We are piloting a new system with our Florida offices. If feedback on this new system is positive from you, we will replicate this new system for each of our offices. In the interim, we have implemented a new call intake system where your calls get direct routed to our most seasoned call center representatives who can best assist you with minimal wait times. Thank you for your partnership and loyalty as we strive to serve you better, and make the patient referral process convenient and fast.

PHYSICIAN NEWS

Did you know that Eye Center South-Dothan, in partnership with Trinity Research Group, offers many clinical research trials to advance novel treatments for various eye conditions? Dr. Sebastian Heersink recently performed a successful Lenstec, Inc. Clearview Multifocal cataract lens replacement surgery. He was the first surgeon in Alabama and sixth in the U.S. to use this new lens since its FDA approval. Dr. Heersink first implanted this lens back in 2017 during the clinical trial that led to the FDA approving this lens. "It's very rewarding that the work of our team and our patients over many years has led to making this new technology available to patients in our area, the region, and across the nation," says Dr. Heersink. Our skilled cataract surgeons are happy to offer the most advanced technology in lens replacement options to your referred patients for the best outcomes.

AWARDS

EYE CENTER SOUTH - DOTHAN WINS 2022 DOTHAN EAGLE BEST OF THE WIREGRASS HONORS!

Best Ophthalmology Practice

Favorite Place to Work & Favorite Doctor – Sebastian Heersink, MD

DR. BANSAGI WINS BEST OF BAY HONOR IN PANAMA CITY, FL

Jeffrey C. Bansagi M.D.
Cataract & Refractive Surgeon, Board Certified

Kim Smith, Marketing Director, attended the Panama City News Herald, Best of Bay Awards ceremony at the Sheraton Bay Point Conference Center to accept the award on behalf of Dr. Bansagi.

DR. SEN & DR. BRYANT WIN TOP DOCTORS AWARD

CASTLE CONNOLLY TOP DOCTORS

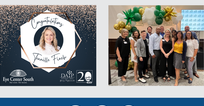
Harsha R. Sen, M.D.
Vitreoretinal Surgeon, Board Certified

Richard W. Bryant, M.D.
Cosmetic & Reconstructive Surgeon, Board Certified

For the past 25 years, Castle Connolly has been a premier healthcare information resource where patients can find and connect to best-in-class providers across the nation. We congratulate Dr. Sen and Dr. Bryant for being acknowledged with this distinction for 5 years in a row.

STAFF NEWS & MILESTONES

Congrats to our Senior Associate Administrator Tennille Finch for being nominated for the Dothan Area Young Professionals Top 20 Under 40. Many members of the Eye Center South Leadership Team supported Tennille at the awards ceremony held at Health Center South Medical Tower.



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