



About Dr. Nye

Dr. Christina Nye grew up in Great Falls, Montana and graduated with high honors from Carroll College in Helena, Montana. She earned her Medical Degree with honors from The Ohio State University in Columbus, Ohio. Dr. Nye completed a residency in Ophthalmology at The Ohio State University and then completed a fellowship in Pediatric Ophthalmology and Strabismus at Columbus Children's Hospital. She has been practicing ophthalmology in Spokane since 1999.

Dr. Nye is board certified in Ophthalmology and is a member of the American Association for Pediatric Ophthalmology and Strabismus. She is also a fellow of the American Academy of Ophthalmology, and a member of The Washington State Medical Association, The Washington Association of Eye Physicians and Surgeons and The Spokane County Medical Society.



About Dr. Shea

Dr. Caroline Shea grew up on the east coast outside of Morristown, New Jersey. She obtained her medical degree with honors from Northwestern University Medical School's combined BS/MD program. She completed her Ophthalmology residency at Case Western Reserve University/University Hospitals of Cleveland and went on to a fellowship in Pediatric Ophthalmology and Strabismus at The Children's Hospital of Denver and the University of Colorado. She was an Assistant Professor of Ophthalmology at the University of Colorado from 1998 to 2003.

Dr. Shea is board certified in Ophthalmology and is a member of the American Association for Pediatric Ophthalmology and Strabismus. She is also a fellow of the American Academy of Ophthalmology.



About Dr. Whitehead

Dr. Rick Whitehead was born and raised in St. George, Utah. He graduated with honors from Brigham Young University in Provo, Utah. He earned his medical degree with honors at The Ohio State University in Columbus, Ohio, where he stayed on for his Ophthalmology residency training. Dr Whitehead completed his fellowship in Pediatric Ophthalmology and Strabismus at Indiana University.

Dr. Whitehead is board certified in Ophthalmology and is actively involved with the American Association of Pediatric Ophthalmology and Strabismus. He is also a fellow of the American Academy of Ophthalmology.

Dr Whitehead conducts pediatric eye research as a principal investigator for the Pediatric Eye Disease Investigator Group.

Our Practice

Practice Philosophy

Our staff is dedicated to providing quality medical care with compassion. We strive to be accessible and to provide you with as much information surrounding your child's eye care as possible. This emphasis on parental education is at the heart of our practice philosophy. It is essential we work together to ensure that your child will have the best vision possible.

Website

To help get to know us better, please go to our website at www.nwpospokane.com Here you will find information on each of our physicians and details of what to expect on you or your child's first visit to our office. In addition, you will find other general office information such as directions, office hours and downloadable versions of our office forms.

Facebook

Northwest Pediatric Ophthalmology also has a Facebook page. We encourage you to visit and follow our page for helpful information on pediatric eye conditions or relevant practice news. From this page, you also have the opportunity to review our practice. We appreciate and value your feedback.

Insurance and Referrals

Many insurance companies require referrals to access specialty care. **It is your responsibility to arrange for a referral to see us.** If a referral has not been received by appointment time, your appointment will have to be rescheduled. Also, many insurance companies require a co-pay. Your co-pay is due at the time of service and is payable by cash, check or credit card. We know, more than anyone, how confusing the insurance process can be. In case of a dispute with your insurance company we will assist when possible. However, you are responsible for ensuring complete payment for medical services.

Appointments

We do our best to stay on on time-though there are occasional, unavoidable delays. In order to help us stay on schedule, we ask our patients to be prompt. Please be aware, anyone arriving more than 15 minutes late will be asked to reschedule. New patients are asked to arrive 15 minutes prior to their appointment time for registration purposes. Anyone accompanying a child to their appointment other than a legal guardian must have a note authorizing them to give consent to medical treatment for that child. Washington State law requires this. Without written authorization the appointment will have to be rescheduled.

Parking

Free parking is available and located in the lot directly south of our building on Cowley Street. There is also metered as well as non-metered street parking. If you have any questions about where to park please give the office a call or inquire at the front desk.

Telephone Calls

Our staff works hard to be accessible. If you have questions or concerns please call and a technician will return a call to you the same day. Though we are tending to patients in the office, getting answers to those of you who call from home is a priority.

We are happy to handle medication refills for chronic problems over the phone during our normal office hours. However, on occasion it may be necessary to schedule an appointment back in the office to reassess your child.

After Hours

Our regular office hours are Monday through Thursday, 8:30am to 4:30pm and Friday 8:30am to 4:00pm. Urgent calls coming in after our office is closed in the evening or on the weekend will be handled by the ophthalmologist on call. If you are in need of assistance after our office is closed, you may call our office at 838-6686 or toll-free 1-888-403-4824 and the answering service will direct your call accordingly.

Our Privacy Policy

Our practice is committed to maintaining the privacy of your protected health information, while providing high quality care. In accordance with HIPAA regulations, you will receive a full written notice of our privacy practices at your first visit. This notice will explain in detail:


- How we may use and disclose your information.
- Your privacy rights regarding your information.
- Our obligations concerning the use and disclosure of patient information.

It is important to be aware that, by regulation, we are allowed to use and disclose your information in order to provide and coordinate care. We are also allowed to use your information to bill your insurance company.

You, however, have the right to request restrictions on the use of your information. You may also request to inspect, copy, and amend your information.

Protecting your privacy is a priority. If you have a concern please feel free to contact our privacy officer for clarification or assistance.

Northwest Pediatric Ophthalmology, PS
842 South Cowley Street, Spokane, WA 99202
509.838.6686 toll free 1.888.403.4824
www.nwpospokane.com



**Northwest Pediatric
Ophthalmology**
Pediatric Ophthalmology and Adult Strabismus

**... helping children
see into their future**

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