

Dr. Cindy Tampoya

San Bernardino Sam's Club
SUNY College of Optometry



Originally an employed fill-in doctor for the Porter Ranch office, Dr. Tampoya recently took the step to manage her own practice in the San Bernardino Sam's Club. Opening the office has been a great learning experience for Dr. Tampoya as she navigates the world of practice management. "Balancing patient volume with quality of care is an important factor...My patient base is still growing, so I have yet to develop an efficient system that will accommodate all patients without compromising care." Dr. Tampoya has worked in many high-volume offices where patient flow was managed well and has said she hopes to model those offices as her patient base grows.

She has also struggled with "learning the language of managed care" as she slowly is being credentialed with different plans. Dr. Tampoya has had to turn away a lot of patients in the beginning as she awaited credentialing, but has kept a list of those patients and has been contacting them once she is accepted on to their plan's panel to schedule appointments. She has also reached out to fellow doctors and her District Manager, Joanna, for help answering her questions.

Despite the struggles, Dr. Tampoya remains passionate about educating her patients, "especially if they have a systemic disease that may cause ocular pathology." She "enjoys working with the geriatric population" and believes that "optometrists have the skills and knowledge to detect so much from [eye] exams."

In her free time, Dr. Tampoya enjoys practicing yoga, jogging, and photography. She states: "I am excited to continue learning and growing and I am extremely grateful to be part of a company that encourages their doctors to practice to their fullest potential."

Thank you for your hard work and dedication Dr. Tampoya!