



Rand Eye Institute

Location: Delry Beach, Florida

Funding for Renovations

250 patients a day. Every successful company has a reserve fund, but if your income stops, that fund goes quickly. I needed to safeguard that, so when I called First American, I was thrilled that they understood what my situation was.”

Rand Eye Institute and First American had a solid relationship with an approved lease line agreement. First American quickly approved a loan for renovations. Since insurance companies typically do not issue a check right away, Debbie wanted to make sure her staff would be paid and surgical schedules would be met. In all the years they had been in business, Rand never had a situation that prevented it from operating.

The funding from First American went toward replacing items the insurance company would not reimburse, such as flooring in the OR, ceilings, walls, and cabinets. With First American’s help, Rand was able to restore their facility to meet their quality standards. Everything was contemporary and attractive, representing a feeling of confidence when patients walk in.

The renovations went very quickly, much faster than Rand anticipated. Both Rand’s staff and patients never suffered, and they were able to make up the time that they lost. With the flood behind them and looking into the future, Debbie’s commitment is to “make sure that the Rand Eye Institute will always have the best technology and the best equipment. Bottom line, if something new comes along, we’re going to have it. First American is a part of our plans for the future, and we’re very appreciative for all they’ve done for us. And we’re just getting started.”

Rand Eye Institute is a comprehensive, state-of-the-art ophthalmology practice founded in 1978. A second generation of the Rand family helps to lead the Institute, keeping a sharp eye on the future. But one recent holiday morning, that future seemed in jeopardy when Debbie Rand, the practice administrator, received a phone call with very bad news.

“We get a call that there had been a huge flood in our building. We had a skeleton crew with the holiday, so it took a long time to be able to turn the water off. When I arrived, I couldn’t believe what I saw. Things were floating in the hallways, and ankle-deep water came into our ORs. We moved out lasers and some million-dollar equipment, but the ceiling and exam rooms were ruined. Half of the clinic, including the operating rooms, couldn’t be used,” Debbie Rand said. “My first thought was, ‘What happens if the repairs go beyond, three, four, five months?’ I have a big responsibility; I have 120 people on staff that see



“When the flood occurred, there was significant damage that needed to be repaired. If not for First American the recovery would have been much slower and replacements would have been made on a lower scale. Because of First American’s involvement, we were able to do the job right, and in a very timely manner, in fact, in record time.”

--Dr. William Rand, Medical Director