

## OFFICE POLICY

Please respect our office policies. These policies are in place to make everyone's experience more pleasant.

### PLEASE:

- **Give us at least 24 hours notice before canceling any appointment (exam or follow-up).** Patients giving us less than 24 hours notice may be charged a \$25 fee.
- **Arrive on time.** Patients arriving more than 10 minutes late may be asked to reschedule. This is only fair to any patients scheduled after you. Our doctors respect your time and try to balance the needs of each patient while staying on schedule.
- **Discuss insurance coverage issues with your company's human resource personnel.** We are required to abide by each company's rules and are not allowed to modify coverage, effective dates, etc. unless authorized to do so by your insurance company. **Note the photo of your retina is not covered by your insurance; its cost is \$28.00. We can explain its use and why it is needed, please ask.**
- **Understand that you are ultimately responsible for your bill.** You will be billed for any services or materials that your insurance company fails to cover.
- **Understand that we custom order your glasses and contact lenses.** Any orders cancelled on the same day will be charged a 10% restocking fee. Refunds will be issued in the same form as the original payment. Orders cancelled the next day or later will be charged a 10% restocking fee and issued a store credit only, for up to 30 days after purchase.
- **Limit cell phone use to emergency use only.**

### NOTE TO CONTACT LENS WEARERS

A contact lens is a medical device and like other medication requires a doctor for any changes. Your prescription includes brand name, base curve, diameter, lens strength, number of refills allowed, and an expiration date (maximum one year).

An annual eye examination by your doctor is required to renew or change a prescription.

No retailer, optician or online service is allowed to dispense contact lenses beyond the prescribed refills, beyond the expiration date or to change the defining parameters of a prescription.

This policy is regulated by the Federal government.