

# Updated Office Policies

06/25/2021

## **Appointments and Scheduling:**

1. If you are more than 10 minutes late for a scheduled appointment you may not be seen.
2. If you have missed 2 appointments (without calling) you will be charged for the second missed appointment \$79.
3. If you have a history of not showing for appointments or tardiness you will only be seen at the doctor's discretion. They may designate seeing you at certain times or not at all.

## **Insurance and Payments:**

1. Your insurance is your responsibility. We will do our best to assist you but, ultimately we cannot be responsible to know who your provider is or the coverage.
2. If you did not provide insurance information or we were not able to verify coverage at the time of service, we may not be able to file a claim.

## **Access to Records:**

1. Starting on July 6, 2021 electronic access to your records will be available through mysecurehealthdata.com. Records should take no more than 3 days to appear.
2. If you have trouble accessing records it is your responsibility to contact our staff for assistance and make us aware of the problem.
3. Your health record includes all doctor's notes, testing and imagining. These records do not include optical services.
4. You may still request paper copies of your records as needed. This request should be made to our office staff.
5. If you are needing records prior to our use of the patient portal (July 6, 2021) please contact our office staff. Based on the individual case it may take up to 10 business days to fulfill. Please note that paper records predating 2011 are no longer available.

## **Release of Prescriptions:**

1. You can access your prescriptions through the patient portal or request a copy.
2. Glasses prescriptions do not include pupillary distance (PD). PDs are a measurement taken by opticians. There is a \$15 fee for our staff to take these measurements. This fee is waived, as a courtesy, if glasses are purchased in our office.
3. For children, it is recommended to take PDs every year, as they are still growing. We will not be held responsible in cases where an outdated PD was used online or at another facility.
4. In compliance with the FTC Contact Lens Rule, all patients who wear contact lenses should be provided with a copy of their RX when it is finalized. This could be at the conclusion of an exam or trial period in the case of new lenses.
5. If you are a contact wearer trialing a new brand or RX we will not consider that to be your final prescription until you have confirmed the contact works for you. This can be done by talking to our contact tech.

## **Optical**

1. Glasses are made custom for you with your prescription and lenses to fit into the frame you have selected. For this reason, we do not accept returns or exchanges.
2. As glasses sales are final, we are happy to hold frames for up to a week. This allows you time to think over the decision as well as bring a friend or family member in to view the frame.
3. Our frames have a year warranty from the manufacturer. This includes normal wear and tear or breakage. Dog chew is not covered and using superglue voids the warranty. We must have all parts of the frame to return to the manufacturer when ordering a new frame under warranty.
4. Lenses with an Anti-Reflective add-on have a year warranty against scratches.

## **Contacts**

1. New contact wearers will need to be fit for contacts, taught how to use them, and do a follow up visit. The cost of these services is \$109. For the safety of your eyes, you cannot take contact samples home until you have successfully put in and removed the contacts.
2. Existing contact wearers will be charged for a contact lens fitting and evaluation each year. The doctor will determine if a prescription change is necessary as well check the health of your eyes. The cost of a fitting is \$39-\$59 depending on your eyes and type of contacts worn. Most insurances do not cover this cost as they consider wearing contacts elective.
3. Contact sales are final. For this reason, we offer you contact samples at no cost in the event of a change. This way you can be sure the contacts work for you before placing an order.