

OFFICE POLICY

Welcome to our office! We thank you for selecting us to serve your vision needs. Our staff is a professional team dedicated to providing the highest quality eye health care to our patients.

So that we might all enjoy a smooth working relationship, we ask you to take a couple of minutes to read over our basic office policies. If you have questions, we will be happy to answer them for you.

Thank you, and once again, welcome!

Patient Information

All patients, or their agents, must complete our “Patient Information” form before receiving any service. It is your responsibility to keep the office informed of any changes in information. (i.e. address, phone number, insurance, etc.) Pt medical records will be maintained for 5 year from the last date of service. Minor’s records will be maintained for 5 years after the age of 18.

Appointments

We strive to keep your waiting time to a minimum; we recognize that your time is valuable as is the doctors’. Therefore, we request a 24 hour notice if you find it necessary to cancel your appointment. As emergencies do arise, we ask your patience if there is a delay during your appointment time due to a patient in need of immediate care. Be assured that we will provide you with the same high quality care.

Payment Information

Payment for professional services is due at the time of service. A minimum deposit of half the total charges is required on all glasses and contact lenses when the order is placed. The remainder is due when the materials are dispensed. For your convenience, we accept cash, checks, debit, VISA, and MasterCard. Deposits are non refundable.

Rx Guarantee

If you are not happy with the fit, comfort or style of your new eyewear, return within 30 days and we will make the necessary adjustments. If your new prescription does not meet your vision needs, contact us within 90 days so that we can make the proper prescription adjustments.

Frame and Len Warranty

Your new frames have a 1 year manufacturer's warranty. If your frame breaks under normal wearing conditions, we will repair or replace it at no charge. Lenses purchased with Aliza® anti-reflective coating have a 2 year unlimited warranty against scratches.

Insurance

We file insurance claims as a courtesy to our patients. Your insurance is a contract between you and your insurance company. Your account with this office is your responsibility whether or not your insurance company pays. We will help you receive the maximum benefit from your insurance company. However, if your company has not paid your account in full within 60 days, your account will become a “CASH” account with the balance due and payable by you within 30 days.

Please be aware that some, and perhaps all, medical services provided may be non-covered services and not considered reasonable and necessary under some insurance plans. All fees for non-covered services, co-pays, deductibles, and overages are due at the time of service.

Unresolved Accounts

Finance charges of 1 ½ % per month (18% per annum) will be assessed to any unpaid balance. If we find it necessary that an account be forwarded to a collection agency or an attorney, a fee of 33% of the charges owed will be added to the total amount due and accruing interest.

Any checks returned to us unpaid by the banking institution will be assessed a \$25.00 fee.

Deposits are not refundable. We are not responsible for glasses/contacts not pick-up within 60 days.