



POLICIES FORM

Missed Appointments & Cancellations

I understand that I am responsible to show up on time for my scheduled appointment. If I am late, I acknowledge that if possible I will be given the option to be worked into the schedule with an undetermined wait time or have my appointment rescheduled. I understand that the first time I miss or cancel my appointment within 24 hours I will receive a reminder letter. The second time I miss or cancel my appointment, I will be charged a \$50 Cancellation Fee. I understand that if subsequent appointments are missed or cancelled with short notice, I may be discharged from the practice. I also understand that multiple patients scheduling appointments together must cancel no later than 48 hours prior to the scheduled appointment or each person will be charged a \$50 Cancellation Fee

Refractions

A refraction is the portion of your examination during which your glasses or contact lens prescription is determined. This service is generally NOT covered by most health insurance policies. Vision care plans do cover this service, however. Unless you have a vision care plan, you will be responsible for paying for this service at the time of service. The fee is \$75.00. Payment of this fee is due before a prescription can be issued.

Eyeglass and Contact Lens Return Policy

- 1) Professional fees, such as exam fees or contact lens evaluation fees, represent payments for services that were rendered (even if not successful) and are **not** refundable.
- 2) Eyeglass lenses are custom made devices and are not refundable, but we will be happy to correct any problems you may experience.
- 3) Each vision insurance carrier requires us to use a specific lab for glasses covered under their plan. Therefore, we are unable to go back and file a claim to a vision insurance carrier after the original date of purchase. After an order to make lenses has been placed, we cannot undo the order.
- 4) Prepackaged contact lenses may only be returned if the original packaging is not opened or written upon.

Eyeglass Rx Changes

For prescriptions written by doctors at B-Town Eyecare: If needed, an office visit to recheck the prescription will be provided at no charge and new lenses will be made at no charge within 30 days of dispensing. Recheck visits after 30 days will be charged \$75.

For prescriptions written by other doctors: Eyeglass lenses will be remade one time at no charge if the prescribing doctor provides a new prescription in writing within 30 days of dispensing. Rx changes after one free remake or after 30 days will be charged the usual lens price.

If a B-Town Eyecare prescription is filled elsewhere, and an Rx change is needed, we will not be responsible for any charges incurred. Due to the varying levels of lens quality and the varying levels of skill in outside labs, we cannot be responsible for problems incurred when your glasses are purchased elsewhere such as the Internet or another provider. In the event that you have a problem with your prescription, we will verify it for you on our equipment at no charge. If a Physician has to recheck your glasses, there is a minimum office visit charge for this service of \$75 if your glasses were purchased anywhere else. If your glasses are purchased here, there is no charge for rechecks or adjustments. We will honor prescriptions for glasses prescribed by other physicians.

Progressive Addition Lens Non-adapt Policy

All progressive addition lenses (also called PALs, invisible or no-line multifocals) have a slight optical distortion in the outer portions of the lens, which can make some objects appear bowed or curved, or can cause a feeling of motion when the head is turned. The reading zone of progressive lenses is wide enough for most purposes, but it may be narrower than other bifocal styles. While most people are not bothered by these characteristics, some will find it unacceptable even after a one to two week adaptation period. If you cannot adapt to progressive addition lenses, we will make new lenses in any other design that you wish, within 30 days of dispensing, at no charge. Since the original lenses were a custom prescription item, there are no refunds of the difference in cost if the remade pair is of lesser value.

Policy for Making New Lenses for a Patient's Old Frame

- 1) We cannot be responsible for breakage when we reuse a patient's old frame to manufacture and insert new lenses.
- 2) We will use the utmost care if we accept a patient's frame, but in a small percentage of cases the frame parts or material will be worn or brittle to the point that it will not support a new lens.
- 3) Older frames are usually discontinued by the manufacturer and replacement parts are generally not available. Putting new lenses into an old frame may create a pair of glasses that cannot be repaired later.
- 4) If a patient's frame breaks during our handling, the purchase of a new frame is the patient's expense. We may have to discard the first pair of lenses made for the original frame, but no additional charge will be assessed for lenses.

Notice of Privacy Practices

B-Town Eyecare follows HIPAA and privacy policy guidelines; a copy is available upon request. We keep a record of healthcare services we provide to you. We will not disclose your record to others unless you direct us to do so or unless law authorizes or compels us to do so. You may ask to see, copy or request record by contacting our business manager. We reserve the right to change our privacy practices and to apply the revised practices to health information about you that we already have. Any revision to our privacy practices will be described in a revised notice that will be posted prominently in our facility.

I have read and agree with these policies.

Patient/Guardian
Signature _____

Date _____