

## AUSTIN EYE CLINIC CONTACT LENS POLICY (11/7/19)

Austin Eye Clinic has a responsibility to provide quality healthcare services to patients. In order to successfully wear your contact lenses we ask that you evaluate your lenses for vision and comfort. The following are general policies we have established for our contact lens patients:

- 1.) At the time of your eye exam, you may elect to have your doctor prescribe contact lenses. To generate a contact lens prescription, the doctor must perform a contact lens evaluation. **There is an additional fee for this service which will not be billed to your insurance (as most insurance plans do not cover contact lens evaluation) and must be collected at the time of your exam.** Your insurance will not be billed for the contact lens-related charges. If you agree to have a contact lens fitting or evaluation then you assume financial responsibility for this service.
- 2.) If after wearing your new contact lenses you notice problems with the vision or comfort of your contacts the doctor will examine and adjust your prescription at no additional charge within 30 days following your original fitting. It is most advantageous for you to try the lenses immediately and alert our office as soon as you notice any difficulty. Most contact lens issues will present themselves within the first week of trial. After 30 days, there may be an additional charge(s) for evaluating and/or re-fitting your contact lenses.
- 3.) When you purchase contact lenses from Austin Eye Clinic, it is your responsibility to try them on and thoroughly evaluate your lenses for both **VISION** and **COMFORT**. It is important that your contact lens is suitable when evaluated under both of these criteria. You may or may not be seen by your ophthalmologist at the time that you pick-up the trial contact lenses from our office.
- 4.) **If your contact lens fails to meet vision or comfort expectations, it is your responsibility to inform our office and set up an appointment to see the doctor within 30 days of the date you picked up your lenses from our office.** For specialty lenses, some additional requirements may apply. It is important to ask our staff to clarify any questions you have about returning your contact lenses before you take them home.
- 5.) Some contact lenses, such as Softperm and Synergeyes, must be returned in the original glass-vial container. Do not throw away any contact lens packaging until you have determined the lenses are comfortable and satisfied with the vision and fit of your lenses. Do not open more than one lens for each eye unless indicated to do so by the wear schedule.

*I have read and understand the above policy. I understand my responsibility to personally evaluate my contact lens(es) for vision and comfort, to contact Austin Eye Clinic and be re-evaluated within 30 days of the date my lenses are received if I am not satisfied with the contacts. I understand the criteria for lens return and exchange. I have had the opportunity to ask questions regarding any additional return/exchange requirements specific to my lens and have had these questions answered satisfactorily. I have received a copy of this policy.*

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Patient ID \_\_\_\_\_ Patient Name: \_\_\_\_\_