

# OSTERLOH OPTOMETRY

## OFFICE POLICIES

Exam fees are to be paid in full at the time of the exam, and are non-refundable.

Payment is expected at the time services are rendered, including non-covered portions of insurance.

For HMO patients only: Please be advised that most insurance plans do not cover contact lens exams. If you would like a contact lens exam there will be an additional charge of \$98.00

Materials are to be paid for in full when they are ordered by the patient.

There will be a 50% non-refundable deposit for all materials not picked up or cancelled. (i.e. frames, lenses, and contact lenses)

Contact lens prescriptions expire one year after the date of exam. Orders for contact lenses will not be filled after that date without a new exam.

Changes to contact lenses after 60 days may be subject to additional charges.

If a patient cannot adapt to contact lenses, material fees will be applied to glasses.

Any changes made on glasses after 60 days may be subject to additional charges.

If a patient cannot adapt to progressive lenses within 60 days the lenses will be remade into a standard bifocal at no additional charge- No money is refunded.

If a patient cannot adapt to polycarbonate lenses within 60 days the lenses will be made into regular plastic at no additional charge- No money is refunded.

If you have any questions concerning these policies or our fees, please ask them before the exam is started.

I have read and understand the above policies.

Signature \_\_\_\_\_ Date \_\_\_\_\_