



OFFICE POLICIES

Welcome! Thank you for choosing us as your eye specialist. Every member of our team is committed to providing you with the best possible eye care. We would like to tell you a little about our office and about your appointment.

❖ **If you have an HMO medical insurance...**

Our office participates with most **insurance plans, including HMO's**. It is our policy that patients are responsible for obtaining necessary referrals for any office visits or procedures from their primary care physician. Referrals must be in hand at the time of the exam or procedure. We accept faxed referrals from the primary physician's office prior to the appointment, but **we will not accept any referral after the exam or procedure date**. You are responsible for any charges due if you fail to provide a referral form (if necessary), or fail to inform us of any changes to your health insurance coverage, group number, or ID number.

❖ **If you have a routine vision plan...**

If you have a **routine vision plan (ie. VSP, EyeMed, Avesis, NVA)**, you must inform the receptionist at the time of check in. Our office participates with various **medical insurance plans** and **routine vision plans**. **Medical insurance plans** will cover **medical eye problems**, such as dry eye, eye allergies, cataracts or glaucoma. Medical plans do not cover the cost of glasses, contact lenses, and routine vision care, such as routine refractions. **Routine vision plans** will cover only routine eye exams, but will not cover a medical eye problem. During the course of the **routine** eye exam, if you are diagnosed with a medical eye problem, we will submit a claim to your **medical plan**.

❖ **If you want contact lenses...**

In general, **medical insurance and routine vision plans** do not cover the cost of contact lens evaluation, prescription verification, or fitting. The charge for these contact lens services is a separate and additional charge to the eye exam. **The charge for these professional services varies between \$35 to \$350**, depending on the complexity of the contact lens prescription, the type of contact lens being fit, and the need for instruction on contact lens insertion and removal. Please inform our staff when you make the appointment and at the time of check in if you would like to be fit with contact lenses, or if you would like your contact lens prescription updated or verified.

❖ **If you want spectacles glasses...**

One of the most important parts of your eye exam today is the **refraction**. A refraction test determines not only your most accurate eyeglass prescription, but also the best possible vision and function of your eye, which is essential medical information to assess your eye health and look for problems. **It is NOT a covered service by Medicare and most other medical insurance plans. The fee for refraction is \$65.** This fee is collected at the time of service, in addition to any copays your plan may require. As an added service, our **20/20 Optical boutique** is available for your convenience. We offer a wide selection of quality frames and state of the art lens materials and options at affordable and competitive prices. Dr. Chu and our board certified optician will recommend the lens and frame options to best suit your visual and fashion needs. By having a one-stop location for all of your eye care needs, we hope to assume the full responsibility of your vision care, and eliminate the need for you to return for verification of a prescription made elsewhere, particularly if you experience any problems with glasses that were not made by our office.

PLEASE INITIAL and DATE BOTH SIDES TO INDICATE YOU HAVE READ THIS FORM

X

Today's Date - -11

Things You Should Know Before Your Eye Exam

In general, the more information you can tell us about your eye health history, the more we can help you.

- ❖ **Please bring the following to your eye exam:** all current insurance cards (medical and vision insurance), referral information (if required by your insurance), eyeglasses, sunglasses, contact lenses and contact lens prescription information, eye medications / solutions, and a complete list of ALL medications and dosages. If you wear contacts, wear them to the eye examination.
- ❖ **If you want to update your eyeglass prescription...**

Please inform us at the beginning of the exam if you would like to update your eyeglass or contact lens prescription, or if you feel there may be a change in your vision. Once testing eye drops are placed in your eyes, it is too late to perform a refraction or contact lens evaluation as your vision will be blurred by the drops. In general, unless the tested vision is not good **or** you are having visual problems, a refraction may not be necessary.
- ❖ **If you currently wear contact lenses...**

It is important but not essential for you to know what contact lens prescription you are wearing (manufacturer, brand name, power, base curve, and diameter). If you have the contact lens vial or packaging, bring this with you to the exam. This will expedite the examination process. If you are unable to obtain this information before the eye exam, a complete contact refitting needs to be performed. We recommend that you wear your contact lenses to the eye exam. Please inform the receptionist that you are wearing contact lenses when you check into our office.
- ❖ **If you wish to have your eyes dilated...**

Pupillary dilation, for the purpose of examining the back of the eye (retina, vitreous, blood vessels, optic nerves), is usually performed as part of the full eye examination with a few exceptions. However, most patients do not require dilation every year. Special situations will dictate how frequently your eyes need a dilation exam. Dilation is performed towards the end of the eye exam because dilation will cause the vision to blur. Once dilation drops are instilled, it is not possible to perform a refraction or contact lens fitting. Therefore, it is important for you to inform us if you wish to have these tests performed before you are dilated. Dilation is performed with special eye drops which sting momentarily. It usually takes 15-30 minutes to achieve adequate pupillary dilation, and it usually causes significant light sensitivity and blurred vision for 2 to 4 hours. The duration and severity of these side effects vary from person to person. Bring your darkest sunglasses with you. Although most people have no problem driving after they are dilated, we recommend that you bring a driver. If you have any doubts, please bring a driver or defer the dilation.
- ❖ **Digital Eye Photography is sometimes performed during the eye examination...**

Our practice uses state-of-the-art digital photographic and testing instruments to diagnose and document certain eye conditions. These tests are separate and additional charges to the eye examination which your medical insurance may or may not cover. You may be responsible for co-insurance or deductible, or if the service is denied for any reason by your health insurance.
- ❖ **If you need any special forms completed...** If you want us to complete any special forms (ie. Motor Vehicle Vision, Military Vision, etc..), this service can be provided for a nominal charge.
- ❖ **Dr. Chu is available for emergency after hours care,** during weekday evenings, weekends, and holidays. There is a \$50 fee for this service, in addition to normal exam fees.
- ❖ **No Show Policy** – We require at least a 24 notice to cancel or reschedule appointments. Cancellation requests within 1 day prior to an appointment will be subject to a \$65 charge.
- ❖ **Surgical Cancellation Policy** – there is a \$65 charge if a scheduled surgery date needs to be cancelled or rescheduled.