

Contact Lens Exam and Purchase Policy



Notice of Contact Lens Exam Policy

Contact lenses are medical devices which require on-going evaluation to ensure safe and comfortable wear. In order to complete a contact lens exam, you must have completed a **comprehensive eye exam with Happy Valley Vision Source within the last 6 months** to verify the accuracy of your prescription and to ensure you are a good candidate for contact lenses. The comprehensive exam and contact lens exam can be completed on the same day or on separate days.

The contact lens exam fee begins at \$75 and is in addition to the cost of your comprehensive exam. Some insurance plans may cover all or part of these fees.

PROFESSIONAL FEES ARE NOT REFUNDABLE FOR ANY REASON AND IS DUE AT THE TIME OF SERVICE

The contact lens exam includes:

- Any trial contact lenses required to determine the correct prescription and fit.¹
- Evaluation of current or new contact lenses on the eye.
- Evaluation of corneal, conjunctival, and eyelid health as related to contact lens wear.
- Follow-up appointments related to changes in contact lens prescription or material for 90 days following evaluation and/or fitting of new contact lenses.²
- In-office training of application and removal of contact lens (*required for ALL new contact lens wearers*).³
- Finalization of contact lens prescription.⁴ Contact lens prescriptions are valid for 1 year.

¹With the exception of hard contact lenses such as Rigid Gas Permeable lenses and Scleral Contact lenses. These specialty lenses are custom-made to the patient and require up front payment for materials at the time of order. They are exchangeable within 90 days should modifications be required, but not refundable.

²The follow-up period for progress checks and finalizing a contact lens prescription is 90 days. After 90 days, a \$75 fee/visit may apply.

³Patients who are unable to demonstrate proficiency at inserting and removing contact lenses in-office will be denied release of contact lenses for at-home trial and finalization of contact lens prescription. Contact lens fees will not be refunded due to the patient's inability to complete training successfully.

⁴Contact lens prescription will not be finalized until both the patient and the doctor are satisfied with the fit, health, and visual acuity of the contact lens. Contact lenses will not be finalized for patients that do not return for required follow-up visits.

The contact lens exam does not include:

- Comprehensive eye exam
- Contact lenses (Costs will vary depending on type of lens prescribed)
- Medical visits, whether or not they are directly related to contact lens wear

At the completion of your contact lens exam, your contact lens prescription is available to you for your records. To allow immediate access and to conserve paper, prescriptions will be provided via a HIPAA compliant patient portal, but is also available as a printed hardcopy upon request.

Notice of Contact Lens Purchase Policy

Payments: 100% of the product balance is due at the time of order. Orders may be placed over the phone with a valid unexpired contact lens prescription.

Refunds: There will be no refund on custom contact lenses, opened boxes of lenses, boxes of contact lenses that have been marked, expired lenses, or colored lenses because of dissatisfaction with the color. If, however, the doctor decides to discontinue the patient's contact lens use, a refund can be offered by some manufacturers for unopened and unmarked contact lenses, but is not guaranteed and is subject to a 10% restocking fee.

Shipping: All contact lens orders are shipped straight to the patients' home or office. Our office will not be held responsible if your package is lost, stolen, or damaged.

By signing below, I acknowledge that I have read, understood, and agree to the Contact Lens Exam and Purchase Policy above.

Patient/Guardian Signature: _____ **Date:** _____

Patient Name (Print): _____