



OFFICE POLICIES

Hours of Operation

Monday through Thursday: 8:00 A.M. – 5:00 P.M.

Friday: 8:00 A.M. – 3:00 P.M.

Saturday and Sunday: Closed

Appointments

- Patients are seen by appointment only.
- Please arrive 15 minutes earlier than your scheduled appointment time. This will allow us to review, update, or complete your personal demographic information. Please notify us immediately of any changes in your name, address, phone number or insurance. You will be required to verify your demographic information once every year and whenever your information changes. For your convenience, you may print the patient registration form and medical history questionnaire from our website, fill them out in advance and bring them to your appointment to help expedite the check-in process.
- Bring your current insurance card with you to each appointment. If the primary guarantor of your insurance coverage is a family member, you will be asked to provide their information as well. If we are not given your current information, understand that you will be responsible for payment in-full. New patients will also be asked to provide a valid photo identification (i.e., drivers license).
- Familiarize yourself with your insurance guidelines regarding co-pays, deductibles, coverage of annual physicals, specialist referrals, and ER visits.
- If you have a co-pay or unmet deductible, payment is required at the time of service, in accordance with your insurance company guidelines.
- A refraction is the portion of your examination where the doctor determines the glasses/contact lens prescription that would most optimize your vision potential. This service is generally NOT covered by most health insurance policies. If not covered, and/or a separate vision insurance plan is not applicable, you will be responsible for paying the \$50 fee for this service.
- If you do not have health insurance/vision coverage or you have a high deductible, we do offer a discount for full and complete payment at the time of service. If we have to bill you or file an insurance claim, the discount will no longer apply.
- Please bring a complete list of your active medications or medicine bottles with you to each appointment.
- On rare occasion, emergency situations may unfortunately lead to a delay in your appointment start time. We understand that your time is valuable, and will keep you informed if/when delays occur.
- Regardless of who your established physician is, urgent, same-day scheduling requests will be scheduled at the earliest possible time with the first available physician working that day. When possible, we will attempt to schedule you with your regular physician.

Cancellations

As a courtesy to other patients, please notify us at least 24 hours in advance if you need to cancel or reschedule an appointment.

Prescription Refills



Rebecca Brock, M.D. • Matthew Kruger, M.D. • Anthony Kokx, M.D.

If you need a prescription refill, you may do one of the following:

- Call to request the refill during regular business hours.
- Have your pharmacy fax a refill request to our office at (303)-691-0041.
- We do not issue prescribed medication refills if you have not been seen in our within one year, or within the follow-up period directed by your physician.
- We do not issue contact lens prescriptions or fulfill order requests if you have not been seen in our office within one year. This is due to safety concerns and the need to check for potential refractive changes.

After-Hours Care

If you have an ophthalmic emergency outside of our hours of operation, you should call 911 or proceed to the nearest hospital emergency room for immediate assistance. If you have an urgent problem that cannot wait until the office opens, call the main office phone line at (303)-691-0777. Your call will be transferred to an answering service, who will contact the physician on call. The responding physician may or may not be your regular physician. Please refrain from calling after hours if you do not have an emergent or urgent eye condition – this service should not be used to ask questions about medications, request prescription refills, cancel or reschedule appointments, or request routine eye care services.

Phone Calls

Every phone call is important to us. We will attempt to answer your call and respond to your messages as promptly as possible. When leaving a message, please leave your home, work and/or cell phone numbers when requesting a return call from a physician or member of our staff. Physicians generally will not accept calls during clinic while they are seeing patients, but will return your call by the end of the day.

Alternatively, they may instruct a staff member on how to address your concerns. If your call is time-sensitive in nature, please express the need for urgent assistance to the staff member taking the call.

Financial Policies

- Payment is due when services are rendered, unless payment arrangements have been approved in advance.
- Payment for elective procedures not covered by insurance, such as LASIK, PRK or cosmetic blepharoplasty, is due before the procedure date.
- We are happy to process your insurance claims as a courtesy to you. Any such request must be accompanied with complete and accurate insurance information.
- We must emphasize that your insurance coverage is a contract between you and your insurance company. All charges are your responsibility on the date service is provided. If your insurance covers the office visit or testing, we will submit your claim. If your insurance requires a co-payment from you, we will collect this at the time of your visit. Insurance providers generally pay between 50-80% of the approved charge, and you and your secondary policy is responsible for the rest. We accept cash, check, Mastercard, Visa, American Express and Discover. Non-covered services, co-payments or deductibles are your responsibility.

Decorum and Respect

We aim to treat all of our patients with respect and courtesy. We expect the same from you. Loud and disruptive behavior, offensive language and gestures, failure to abide by office policies, and inappropriate,



ASSOCIATES IN EYECARE, P.C.

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rude or abusive treatment of others will not be tolerated. For the comfort, safety, and consideration of other patients, those who exhibit these behaviors will be asked to leave the office and may be discharged from care by this practice. We also request that you refrain from cell phone use in our office.

Emergency Office Closing

There are times when inclement weather conditions and other uncontrollable circumstances may not allow our staff to get to the office, or demand early closure. When questionable conditions exist, please call our office before beginning your commute for a scheduled appointment.

Medical Records

Your medical record belongs to the practice, but you reserve the right to access the information contained in it and may request copies at any time. Please allow ten days for us to print copies of your records and mail them to you. Copying and postage fees may apply. All medical record requests must be made in writing or in person. If you wish to have your record released to another physician or other third party, you must complete a release of information request form (available on our website).