

Office Hours

Monday-Friday 8:00 A.M. to 5:00 P.M.

Appointments

- Patients are seen by appointment only.
- Please arrive 15 minutes earlier than your appointment time. This will allow us to review, update or complete your demographic information. Please notify us immediately of any changes in your name, address, phone number or insurance. You will be required to update your demographic information once every year and whenever your information changes. For your convenience, you may print the patient registration form from our website and bring the form already filled out to the office.
- Bring your current insurance card with you for each appointment. If your insurance coverage is through a family member, please have that person's information as well. If we do not have your current information, you will be responsible for payment. New patients will also be asked for photo ID (driver's license).
- Familiarize yourself with your insurance guidelines regarding co-pays, deductibles, coverage of annual physicals, referrals to specialists and ER visits.
- If you have a co-pay, payment is required at the time of service, in accordance with your insurance company guidelines.
- A refraction is the portion of your examination during which your glasses or contact lens prescription is determined. This service is generally NOT covered by most health insurance policies. Vision care plans do cover this service, however. Unless you have a vision care plan, you will be responsible for paying for this service. The fee is \$40.00. Payment of this fee is due before a prescription can be issued.
- If you do not have health insurance or 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 insurance, the discount does not apply.
- Please bring your medicine bottle(s) or a complete list of your medications with you to each appointment.
- If you arrive more than 20 minutes late for your scheduled appointment, you may be asked to reschedule your appointment or be given the option to wait until scheduled patients have been seen.
- Unfortunately, on occasion an emergency will cause a delay. On the rare occasion that this may occur, we will keep you informed of any delays.
- Regardless of who your physician is, urgent appointments requiring same-day scheduling will be scheduled at the earliest available time with the physician in our practice who is available that day. Your regular physician may or may not be the one who sees you for an urgent visit. 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

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

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

After-Hours Care

If you have an ophthalmic emergency while the office is closed, you should call 911 or proceed to the nearest hospital emergency room. If you have an urgent problem that cannot wait until the office opens, call the main office number 303-691-0777. Your call will be transferred to an answering service, who will contact the physician on call. The physician who responds may or may not be your regular physician. Please do not call after-hours if you do not have an emergent or urgent eye condition. For example, 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 return 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 your physician. The physicians generally will not take calls when they are seeing patients, but they will return your call by the end of the day. Alternatively, they may instruct a staff member on how to address the call. If your call is urgent, please express this information 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 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. The insurance generally pays from 50 to 80% of the approved charge, and you or your secondary policy is responsible for the rest. We accept

cash, check, MasterCard, Visa 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, rude or abusive treatment of others will not be tolerated. For the comfort, safety, and consideration of other patients, those who engage in these activities 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 weather conditions and other circumstances may not allow our staff to get to the office, or will demand early closing. When questionable circumstances exist, please call the office before starting out for a scheduled appointment.

Medical Records

Your medical record belongs to the practice, but you have the right to access the information contained in it. You may request copies of your medical record at any time. Please allow 10 days for us to print copies and mail your records to you. Copying and postage fees may apply. All medical records requests must be made in writing or in person. If you wish your record to be released to another physician or other third party, you must complete a release of information request. (See form online.)