

Chan Family Optometry
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CONTACT LENS INFORMATION

Advancements in contact lens technology offer the potential of successful contact lens wear to most of our patients. A contact lens is a medical device in contact with the tissues of your eye; therefore, it must fit appropriately to maintain the health of your eyes. A contact lens prescription can only be determined by the careful observation of the lens on the eye and the eye's response to the lens during follow-up visits. Since follow-up care is essential, it is your responsibility to keep appointments and carefully follow all lens care instructions.

THE COMPREHENSIVE EYE EXAM

Before a patient can be fit with contact lenses, a complete medical and refractive eye examination is necessary. This exam is critical to assure the good health of your eyes and to rule out the possibility of any unsuspected, underlying condition that may prevent contact lens use.

INITIAL CONTACT LENS FITTING AND CORNEAL EVALUATION

The goal of contact lens fitting is to find the most appropriate contact lens to optimize each patient's vision, comfort and eye health. An enormous variety of types, materials, sizes and colors are offered. We are committed to taking the time and effort to fit your contact lenses properly. Although some patients will need only one fitting session, this process can require several appointments. In our experience, the extra time, effort and patience are well merited by both your ultimate satisfaction and the health of your eyes. All patients being fit into contacts for the first time must go through the fitting process and must be available several weeks in a row to schedule follow up appointments.

We will not finalize the contact lens prescription until both the patient and the doctor are satisfied with the fit and visual acuity of the contact lenses. The fitting fee includes trial contact lenses and up to 5 follow up visits over a 90 day period. Additional visits or delays will result in additional fees. Any patients who are changing lens brands, modality or usage must also have a new fitting. A contact lens fitting does not have to be performed on the day of the comprehensive eye exam but must be scheduled within 2 months of said exam.

Our contact lens fitting fee is due at the beginning of the fitting process. This fitting fee is not refundable and is not a guarantee that the patient will ultimately become a contact lens wearer.

CONTACT LENS TRAINING SESSION

The patient will be provided with personalized instruction concerning the safe care and usage of contact lenses. If additional time is needed, it will be necessary to schedule a second 30-minute training session at a different time. Upon completion of successful insertion and removal, the patient may begin wearing the contact lenses and we will schedule the first follow-up appointment within two weeks.

FOLLOW-UP APPOINTMENTS (CLPR)

Follow-up appointments are necessary to assure several things:

1. The contact lenses are fitting and moving well
2. The prescription is providing the best possible vision
3. The eyes are remaining healthy
4. There are no problems with insertion or removal
5. The patient understands and complies with the recommended wearing schedule and lens care regimen

If we have given you trial lenses to wear, insert them at least one hour prior to your scheduled appointment. Prescriptions will NOT be written for patients who do not keep follow-up appointments.

ANNUAL CONTACT LENS AND CORNEAL EVALUATION (on-going care)

Your contact lens prescription is valid for one year as per the State of California, Regulation 1592. All contact lens patients are required **by law** to come in for an annual contact lens exam and corneal evaluation **before** a contact lens prescription can be renewed. This is necessary to assure that the patient's eyes are healthy, that the contact lenses are still fitting well and that the lenses are still effectively correcting vision. Contact lens prescriptions cannot be renewed without an annual vision exam. Contact lens evaluations always have a separate charge due to the extra time and expertise required.

If during the evaluation, it is determined that a major change in prescription is necessary, it may be necessary to initiate the contact lens fitting process to find a new contact lens.

Our contact lens evaluation fees begin at \$45. The exact evaluation fee, which includes follow-up care within the first three months, is determined by the complexity of lenses prescribed.

ORDERING CONTACT LENSES

Once a contact lens prescription is finalized (or renewed), the patient is allowed to purchase up to a **12 month supply of lenses**. We often have coupons and special pricing for annual supplies. Be aware that online suppliers are also required by law to contact us to verify that your prescription is still valid. It is recommended that you pre-appoint for the following years exam and evaluation so you do not inadvertently run out of contact lenses or allow your prescription to expire.

PAYMENT

Fees for the comprehensive exam, contact lens fitting, or annual contact lens evaluations are **due at the time of service**. We accept cash, checks, VISA, MASTERCARD, AMERICAN EXPRESS and CARE CREDIT. After the initial fit or re-evaluation, we will gladly order contact lenses over the phone with a credit card as long as the prescription is valid.

REFUNDS

There will be no refund on custom lenses, opened boxes of lenses, or colored lenses because of dissatisfaction with the color. If, however, the doctor decides to discontinue the patient's contact lens use, a partial refund may be offered by some manufacturers for unopened boxes contact lenses, but is not guaranteed. There will be **NO** refund for professional services that have already occurred.

I have been given a copy of the Chan Family Vision Care Contact Lens Information and have had the opportunity to ask any questions regarding this policy and I agree to adhere to this policy.

Patient Signature (parent signs if patient under 18)

Date

Print Patient Name