

Orange Park Eye Center

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Contact Lens Patient Agreement

Advancements in the manufacturing and creation of contact lens technology offers the potential for successful contact lens wear to the majority of our patients. A contact lens is a medical device that sits in direct contact with the tissue of your eye: therefore, it must be fitted appropriately to maintain the health of your eyes and offer the best vision available. A contact lens prescription can only be determined by an optometric physician through the careful observation of the lenses on the eye and the eye's response to the lenses over the course of the fitting and follow up evaluations with the doctors. Since follow up care is essential, it is your responsibility to keep all appointments and follow all lens care instructions.

Comprehensive Eye Exam

Before a patient can be fit with contact lenses, a complete medical and refractive exam must be performed. This exam is vital to assure the patient's eyes are in good health and are eligible for contact lens wear.

Contact Lens Fitting

The goal of a contact lens fitting is to find the most beneficial contact lens for each individual patient's comfort and vision. Our office supplies contacts from all four major contact lens manufacturers and other smaller companies as well, as such we have a wider range of brands, types, materials, sizes, and colors available to suit to patient's needs. Our office is committed to taking the time and effort to fit your contact lenses properly, and while many people will only need one fitting session, it is sometimes necessary for the fitting to include several follow up appointments to reach the optimal comfort and vision. By law the majority of contact lens prescriptions, unless otherwise stated by our doctors, last one full year from the initial fitting, as such the fitting and annual exam should be renewed every year to continue optimal benefits. Contact lens prescriptions cannot be renewed without an annual eye exam. We do not finalize contact lens prescriptions until both the doctor and the patient are satisfied with the fit and visual acuity of the contact lenses. When available, we will provide diagnostic lenses to assess the fit and visual acuities. Any patient who is changing lens brands, modality, or material must have a follow up appointment in order to assess the new fit and visual acuities. A contact lens fitting charge will be assessed to every contact lens fitting our doctors perform and patients are ultimately responsible for the charges if their insurance companies deny the charges filed to them. The individual fitting charges vary according to the amount of correction needed by the patient and whether the patient is new to contact lenses or not. Any changes made six months or more after the initial fitting may incur a refitting charge the insurance benefits will not pay for.

Contact Lens Training Session (Insertion & Removal)

When a patient is fitted for the first time into contact lenses, the charge is typically greater as it includes a personalized training session for the individual that covers proper contact lens care and usage of the contact lenses. The session is usually performed at the time of the initial fitting; however, if more time is needed additional sessions can be scheduled at a later date. If the patient cannot properly insert and remove the contact lenses at the initial training session, the doctors can decide to not dispense the trial lenses to the patient until the follow up appointment is completed and the patient is successful in inserting and removing the contact lenses.

Follow Up Appointments

Follow up appointments are necessary to ensure that the contact lenses are fitting well, the prescription is providing the best vision possible, the eyes are reacting well to the lenses, that there are no issues with insertion and removal, and the patient understands and complies with the recommended wearing schedule. Prescriptions will not be written to patients who do not keep follow up appointments. The charges for follow up visits up to 90 days are included in the initial fitting charge. After the 90 day follow up visit, it is up to the doctor's discretion if there will be any additional charges.

Refunds

Due to the nature of a contact lens fitting, we do not give refunds on the fitting charge, however if a prescription is changed after contact lenses are purchased, we will evaluate the situation on a case by case basis to see if exchanges are available to the patient.

Specialty Contact Lens Fitting and Contact Lenses

In certain situations, such as corneal disease, standard lenses do not fit a patient's eye properly or do not achieve optimal vision. In these situations, it may be necessary to fit a patient in a specialty contact lens. These lenses may be a custom soft high power lens, a small or large diameter rigid lens, or a hybrid of a rigid and a soft lens. These special fittings require more fitting time while in the office and additional follow up visits and therefore have an additional fitting charge compared to standard contact lenses. Once a custom specialty contact lens is ordered, all changes must be made to the lens within 90 days of purchase to avoid being charged for an additional lens.

Patient/Legal Guardian Signature _____ **Date** _____