



## **St. Lucy's Vision Center Office Policies**

Welcome to our office! It is our mission to enhance the quality of life through the delivery of eyecare and eyewear. In order to do that best, the following policies have been set. Please respect these policies and feel free to ask any questions regarding them.

- Payment in full is expected at the time services are rendered. Payments may be made by cash, card (VISA, Mastercard, Discover, American Express, or debit), check (with Telecheck approval), CareCredit or PayPal.
- If you are using insurance, bring your insurance cards and information to every appointment. Be prepared to pay your co-pay, deductible, or co-insurance at the time services are rendered.
- We will gladly submit your claims to your insurance company. Failure of your insurance company to pay does not release you of your obligation to pay for all services and materials.
- The law requires you to periodically update your medical history, medication list and demographic information. Please comply.
- A minimum of 24 hours' notice is requested when cancelling appointments. Cancellation notice short of 24 hours may result in a \$25 fee per appointment.
- Patients younger than 18 must have a parent or guardian present while in the office.
- Sales of custom products and ophthalmic lenses will not be refunded.
- Outside food and drink are not permitted.
- Cell phone use should be restricted to necessary calls only. Please mute or use headphones with your handheld media.
- Animals are not permitted inside unless they are service animals.
- Lastly, please treat our staff with respect. You can expect to be treated the same.