



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

Welcome to our office! It is our mission to enhance quality of life through the delivery of eye care and eyewear. In order to do that, 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 or CareCredit.
- If you are using insurance, bring your insurance cards and information to every appointment. Be prepared to pay your deductible, co-payment, 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.
- Account balances or credits less than \$10 will be held on account. Credit balances over \$10 will be issued within 2 weeks of the date requested, if there are no pending insurance claims.
- A minimum of 24 hours notice is requested when cancelling appointments. Cancellation notice short of 24 hours will result in a \$50 no show fee that must be paid prior to scheduling future appointments.
- Professional fees and all sales of custom products (prescription eyeglass lenses, made-to-order contact lenses, or personalized frames) are non-refundable.
- Refunds for returns of qualifying non-customized prescription products (such as contact lenses) will be issued as store credit to be held on your account for future use within our office.
- We are required to periodically update your medical history, medication list and demographic information. Thank you for your cooperation.
- Patients younger than 18 must have a parent or guardian present while in the office.
- Outside food and drinks are not permitted in the office.
- Cell phone use should be restricted to necessary calls only. Please mute or use headphones with your handheld media.
- Pets are not permitted inside the office; service animals are allowed.
- Please treat our staff with respect, you can expect to be treated in kind.