

### **Contact Lens Policy**

Warning: If you are having any unexplained eye discomfort, watering, vision change/or redness, remove your lenses immediately and consult your eye care practitioner before wearing your lenses again.

Contact lens trials that are dispensed REQUIRE a contact lens follow-up before contact lens prescription can be finalized; unless it has been verified that patient has been wearing the same contact lens previously. Patient needs to have the contact lens in for a minimum of 2 hours before the appointment to ensure proper contact lens follow-up evaluation. This follow-up needs to be WITHIN 30 DAYS of the initial contact lens dispensed. AFTER 30 DAYS, patient will be responsible for an office visit fee.

It is considered another contact lens fitting if any changes requested be made to a FINALIZED H2T contact lens Rx. (Changing brands or colors)

If contact lens supply is ordered through H2T office, exchanges are only granted to UNOPENED and UNMARKED boxes.

### **Glasses/ Frame Policy**

ANY H2T prescription sunglasses or glasses will have a 30 DAYS adaptation period. WITHIN 30 DAYS OF THE EXAM DATE, patient is responsible for scheduling a glasses follow-up appointment if he/she is having problems with their prescription. AFTER the 30 DAYS, there will be an office visit fee for a prescription recheck. There will be a charge for verification of glasses purchases elsewhere with H2T prescription.

NO RETURNS are granted once a purchase is made. There are NO EXCHANGES for any purchased non-prescription glasses, sunglasses or accessories.

H2T is not responsible for any scratched, chipped or broken frame that is not considered a manufacturer defect. Lenses or frames will be sent out for verification. There will be a fee to have the lenses or frames replaced.

If patient prefers to provide a frame and have H2T fit lenses to the frame, H2T is NOT RESPONSIBLE for any damages to the frame. \$40 Co-pay applies if patient chooses to use own frame.

H2T is not liable for any frame adjustments that is not purchased through H2T. This is a PAID service and H2T are NOT LIABLE for any damages or scratches that could happen during this service.

### **No Show/ Cancellation/ Medical Records Policy**

ALL scheduled no show appointments will be charged \$50.00 no show fee. Patient is responsible to CALL the office to reschedule or cancel any appointment at least 24 hours in advance. There will be a \$15 fee for medical record per request.

### **H2T Office Policy**

Photo ID required for insurance and physical address verification. Vision or Medical cards are required at the time of service for continuation of care. Patient is responsible to notify H2T any insurance changes. Any unverified insurance information will result in the visit being a self-pay visit.

H2T utilizes electronic communications either through email or text messaging. Patient has the option to opt-out of these communications at anytime by following the instructions on the electronic communications received.

H2T DOES NOT participate with any workman's compensation companies.

I, \_\_\_\_\_, have read, understand and acknowledge the policies stated above.

Signature \_\_\_\_\_

Date: \_\_\_\_\_

Effective January 2019