This is our current contact lens policy. These policies are subject to change at any time without notice.

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; 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 your eye and your eye's response to the lens on follow up visits. Since follow up care is essential, it is your responsibility to keep all appointments and follow all lens care instructions.

**Comprehensive Eye Exam**

Before you can be fit with contact lenses, a complete medical and refractive eye examination are 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 successful contact lens wear.

**Contact Lens Fitting**

The goal of a contact lens fitting is to find the most appropriate contact lens for your optimal vision and comfort. There are many types, materials, and colors offered. We are committed to taking the time and effort to fit your contact lenses properly. Although many patients may only need one fitting session, sometimes this process requires several appointments. 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. 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 lens. A contact lens fitting does not have to be performed on the day of the comprehensive eye exam, but must be done within 60 days, otherwise the eye exam may have to be repeated and there will be a charge to repeat the exam.

**Contact Lens Training Session**

You will be provided with personalized instruction concerning the safe care and usage of contact lenses. You must be able to, at the very least, remove the contact lens before leaving our office with the contact lenses. If you have trouble with insertion and removal, an additional training session can be scheduled with the technician at no additional charge. You can also find video instruction on our website.

**Follow Up Appointments**

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 and removal.
5. Prescriptions will not be written for patients who do not keep follow up appointments.

There is no charge for follow up visits during the first 4 months. Be sure to wear your contacts to your follow up visits.

**Annual Contact Lens Check**

A contact lens prescription is valid for only one year. All patients are required to come in for at least yearly (there are a few circumstances when more frequent recalls will be necessary). This is important to assure that your eyes are healthy and the contact lenses are still fitting well. Contact lens prescriptions cannot be renewed without an annual exam. Contact lens exams have a separate charge and are NOT included in your annual exams.

**Contact Lens Fee Policy**

The initial fitting fee, which includes follow up care within the first 4 months, is determined by the type of lenses prescribed, and the difficulty of the fit. This fee is non refundable and due at the time of service. Lens options and prices can more accurately be discussed once the initial examination is completed.

The fitting fee and /or progress check fee includes:

- The Contact Lens Fitting
- Contact lens handling and cleaning instructions
- Follow up visits up to 4 months
Contact Lens Solution Starter Kit

- Lens changes if necessary, though the patient is responsible for any difference in cost of the contact lenses. (unless you wear a specialty lenses such as toric, bifocal rigid gas perms, CRT or it is a custom made lenses - in this case you are limited to 2 changes and/or exchanges of lenses, after the first two, there is a 20% charge per lens per eye.)

The fitting fee does not include:
- Contact lenses - except for disposable lenses used for fitting purposes (cost will vary depending on type of lens prescribed)
- The comprehensive eye exam
- Medical visits or treatment that may be necessary whether it is related to the contacts or not.
- Contact lens checks after 4 months

Payment

Fees for the comprehensive exam, contact lens fitting, or annual contact lens checks are due at the time of service. There is a 50% deposit required for all contact lens orders, with the exception of trial lenses. All specialty or custom made lenses are ordered with a warranty to guarantee they are returnable within 60 days. Replacement contact lenses will only be dispensed when original lenses are returned to our office. You will be responsible for the replacement cost of lost or damaged lenses.

Contact Lens Ordering

After the initial fit, we will gladly order contact lenses over the phone and payment can be made when lenses are picked up, with the exception of custom made contacts, 50% deposit must be paid before they can be ordered. We stock many disposable brands of contacts in the office, but it is recommended that when you put in your last set of lenses, contact our office to order more right away. If we have to order contacts for you, they typically take about 1 week, so order in advance so that you are not forced to over wear your last pair. Specialty and custom orders can take longer. Contact lenses that are ordered and then cancelled or not picked up in a timely manner (within 1 month of being ordered) are subject to a $20 cancellation fee. If you order a year's supply of disposable (any lens that comes in a multipack) contacts at one time you will get a 10% discount on them.

There may be an occasion that you lose or tear a lens and you may be off with one eye or the other. You will need to just get another lens out of your box to replace it. Manufacturers provide us single lenses for fitting purposes only. We are limited to the number of lenses we can get for this purpose. Therefore, we can not give out single lenses unless it is an emergency. You may have to order an additional box if you run out of lenses before you are due to come back in. In the event that we do give you a single lens (in emergency situations) there is a restocking fee for this.

Refunds

Should you wish to return your lenses, this office will, within the first 60 days of your original invoice date, issue you a gift certificate that can be used towards other services or products at Eye Country, equal to the cost of the lenses. No cash refunds are given. For any specialty or custom lens, only 70% credit can be given back on the lenses if you decide against wearing this type of contact, within 60 days of the beginning of the fitting process. The fitting process begins when you are first notified that your lenses have arrived or when the lenses are dispensed, whichever comes first. If for some reason these contacts do not work out for you within the first 60 days, we will extent a 20% discount on eyeglasses purchased. Under no circumstances can refunds be given or exchanges made for any opened boxes of disposable lenses. Subject to our discretion, we may be able to give credit (in the form of a gift certificate) or exchange for unopened boxes. There will not be any refunds on colored lenses because of dissatisfaction with the color. There will not be any refunds on the exam or annual contact lens check fees.

Warranty

All specialty, non disposable, lenses are warranty against manufacturing defects for 90 days of the date they were ordered. We must have the defective lens returned to our office before new lens is picked up.

Recommendations

We recommend that you follow the instruction and regimen that we have recommended. This would include taking out and/or throwing out (if applicable) your lenses as recommended. We also recommend that you use the suggestions solutions and do not use generic solutions. Improper care could result in problems, injuries, or infections to your eyes.
Most contact lenses do not have the appropriate recommended UV blockage that you need to properly protect your eyes. We recommend that you wear a good quality pair of sunglasses that have 100% UV blockage for all outdoor activities.

You should keep a good pair of backup glasses. If you get an eye infection or other type of eye complication, you may be instructed to not wear your contacts and would have to wear your glasses. You would want them to have an up to date prescription in them.

**Monovision (One contact used for up close vision, and the other for distance)**

1. You should be aware that there are advantages and compromises to monovision contact lens therapy. The benefit of clear vision in straight ahead and upward gaze that is available with monovision may be accompanied by a vision compromise that may reduce your visual acuity and depth perception for distance and near task.
2. Some patients have experienced difficulty adapting to monovision. Symptoms such as mild blurred vision, dizziness, headaches and a feeling of slight imbalance may last for a brief minute or for several weeks as adaptation takes place. The longer these symptoms persist, the poorer your prognosis for successful adaptation.
3. You should avoid visually demanding situation during the initial adaptation period. It is recommended that you first wear these lenses in familiar situations, which are not visual demanding. For example, it might better to be a passenger, rather than a driver of an automobile during the first few days of lens wear.
4. It is recommended that you only drive with monovision correction if you pass your state drivers license requirements with monovision correction.
5. Some patients will never be fully comfortable functioning under low levels of illumination, such as driving at night. If this happens, you may want to discuss with Dr. Oosterbaan having additional contact lenses prescribed so that both eyes are corrected for the distance when sharp distance binocular vision is required.
6. Some monovision patients require supplemental spectacles to wear over the monovision correction to provide the clearest vision for critical tasks.
7. It is important that you follow suggestions for adapting to monovision contact lens therapy. You should discuss any concerns you may have during and after the adaptation with Dr. Oosterbaan.
8. The decision to be fit with a monovision correction is most appropriately left to Dr. Oosterbaan in conjunction with you, after carefully considering and discussing your needs.