



## Office Policies and Procedures

We at Viking Vision Center strive to provide the very best care, service and materials to every patient. To help us better serve everyone, some office policies and procedures have been established. Please read the following information:

1. Insurance information must be presented to the receptionist **before** the exam.
2. Copies of medical and vision insurance cards must be obtained at your time of visit.
3. **Patients** are financially responsible for services rendered regardless of insurance benefits.
4. **Co-payments and material overages must be paid at the time of service.**
5. As a courtesy to our patients, insurance will be submitted to your primary carrier. We will gladly give you an itemized receipt to file any additional insurance if it is available to you.
6. **You are responsible for knowing your insurance coverage.** While we are knowledgeable of most vision insurances, there may be some we are unfamiliar with. There are many insurance companies with wide varieties of coverage. It is possible that we may NOT know your coverage. If we/you are unable to confirm your insurance coverage at the time of your appointment, you may either reschedule your visit, or you will be financially responsible for all charges.

### Contact Lens Evaluation/ Fitting Policy

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To safely ensure the health of your eyes, our doctors recommend a **yearly** eye exam and contact lens evaluation for all contact lens wearers. We will perform a yearly contact lens evaluation/fitting or refit for all new and established patients. Vision plans generally consider this a non-covered service. We can assist you in determining your insurance benefits. Our contact lens evaluation/ fitting fees are not part of a "routine" eye examination and are required to obtain or renew a contact lens prescription. The contact lens fitting / evaluation fee is non-refundable. A contact lens fitting includes the following:

- Diagnostic contact lenses required for a successful fitting
- Initial supply of contact lens solution
- Maximum of 60 days of follow up care with the doctor
- You will be supplied with a written copy of your contact lens prescription at the time of your evaluation or after your contact lens follow up visits

**All contact lens fittings must be finalized within 60 days.** Follow up visits may be required to finalize your contact lens prescription. No supply of contact lenses can be ordered or prescriptions written for contact lenses if you fail to return for your follow up visits. **Additional trial lenses will only be issued at the doctor's discretion if it is necessary to confirm/finalize a prescription or get a patient to their next examination scheduled within 30 days. Trial lenses are not available on an unlimited basis.**

We have access to the most advanced designs in contact lenses available and strive to fit you with the best design for your prescription and eye health. **We strongly encourage all of our contact lens patients to follow prescribed wearing schedules and cleaning and disinfecting regimens to avoid potentially sight threatening complications.**

**Contact Lenses:** All unopened and unmarked boxes of contact lenses purchased through Viking Vision Center can be returned for credit or exchange up to 60 days following the date of purchase and are subject to a 20% restocking fee. **Any opened or marked boxes cannot be returned for credit/exchange.** Some manufacturers offer a "satisfaction" guarantee and/or refunds on opened boxes of lenses. We will gladly supply you with a copy of your paid receipt to submit opened/marked boxes to the manufacturer for credit or exchange when available.