

CAPITAL EYE CENTER

Medical and Surgical Eye Disease

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We hope to make your experience at our office as pleasant as possible, so you feel comfortable telling your friends and co-workers about our office. To provide the best service in the most efficient manner, we would like to make you aware of the following office policies and terms of service.

Fees for service (i.e. co pays, co-insurance, and deductibles) and materials (i.e. frames, lenses and contact lenses) are due in full at the time services are rendered. Responsibility for payment is the patient's. Insurance agreements are between insurer and patient. We provide a staff member to assist you with questions regarding your insurance and benefits; however, any financial issues regarding benefits and reimbursements must be handled directly through your insurer.

We reserve the right to charge for missed appointments where less than 24 hours notice is given. The charge for missed appointments is \$25. **Insurance plans do not cover missed appointment fees. You will be responsible for payment for missed appointments.** While we try and make reminder calls, failure of our office to do so does not relieve you of this responsibility. Please help us serve you better by keeping your scheduled appointments.

Patients who do not have any insurance for the office to file will be responsible for payment in full when services are rendered. We reserve the right to ask that you reschedule your appointment if you do not feel that this is a feasible arrangement at this time.

Any outstanding balance for examination fees and co-payments must be paid in full prior to ordering glasses. We are happy to re-evaluate prescriptions if necessary and remake the lenses at no additional charge - within a 2 month period. After 2 months there will be a charge for lens remakes. Most eyeglass frames are warranted against breakage and damage for 1 year. Should a frame break or be defective in any way they will be replaced at no charge within 1 calendar year, unless the frame is discontinued. Inability to adapt to Progressive No-line Bifocal lenses will result in an exchange for a lens of your choice and the difference will not be refunded. Quality is what separates our optical from competitors, and that is why we have guarantees not offered elsewhere.

Any outstanding balance for examination fees and co-payments must be paid in full prior to ordering contacts. Prescriptions for contact lenses may be transferred when eye examinations and contact lens professional fees have been paid in full. Non-disposable contact lens materials may be returned within 1 month for full credit on materials. All contact lens prescriptions expire 1 year from the date of the fitting. Fees for fitting and evaluation are non-refundable. Disposable contact lens materials may be returned for credit only if the boxes are unopened, unmarked, and unscathed. **Payment is required in full Prior to ordering any Contact lenses.**

If you're given dilating eyedrops, the dilation may not wear off for several hours. You should wear sunglasses after your eye exam, as your eyes will be sensitive to light. Your vision may be blurry and you may have trouble focusing your eyes, especially for near vision. Many patients do drive themselves after dilation. If you do not feel comfortable driving, make sure you have another way (or driver) back to work or home.

Signature: _____

Date: ____/____/____