

## Patient Responsibility Policy

At Grace Eye Care, we appreciate you choosing us for your eyecare needs and services. Our goal is to provide you with exceptional care. However, the services that will be provided may require financial responsibility on your part depending on your insurance. If you have any questions regarding our policy feel free to ask us.

Our receptionist may ask to see your insurance card at every visit and will scan your card to ensure we have current and accurate information for billing purposes.

**Co-payments:** Your insurance determines the co-pay and they require us to collect the payment on the day of service. Please be prepared to pay the co-payments each visit.

**Self-paid Patients:** Patients without insurance coverage are considered self-paid. Payment is expected on the day of service. If there are circumstances when a patient cannot pay in full, then we will determine payment options.

**Prescriptions:** According to our policy at Grace Eye Care, prescriptions **MUST** be signed and stamped by the doctor. We **DO NOT** send prescriptions over email, phone, or text messages. You are more than welcome to request that your prescription be faxed to any optical of your choice. Otherwise, patients must come pick up their prescriptions from our office.

If a patient comes in with an outside prescription we suggest that you allow the doctor to double check the prescription to ensure that it is correct before we send the frames to the lab, However, it is up to the patient to refuse and have the frames sent to the lab. Just be aware that once the lenses are made and if the prescription is too strong or weak, we cannot provide new frames or lenses.

**Refunds:** At our office, we do not provide refunds, thus we want our patients to be sure of the purchases that they make. We do provide store credit, therefore if a deposit was placed on frames and or lenses we can use that deposit towards another purchase.

**Insurances:** We are not in charge of the glasses that are provided by your insurances but we would be happy to show you upgrades that you may find more suitable to your preference. Upgrades will have additional charges. Once we submit to your insurance or send the frames to you insurance we are not responsible for the length of time it takes for them to finish, but we will keep in contact with them until they provide us with your glasses.

We appreciate your understanding and consideration regarding our policy and we welcome any questions or concerns that you may have.

I have read and understood this policy regarding my responsibility as a patient of this facility:

**Sign:** \_\_\_\_\_

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