

Oasis Vision Center, P.C.
Notice of Terms & Conditions

Payment

Payment of all services is due the day services are rendered. 50% of the balance for the materials must be paid at the time materials are ordered and the remaining balance must be paid when materials are picked up. Products will not be dispensed until the patient's account has a zero balance.

Insurance Policy

If our office is a provider for your insurance company, we will bill your insurance as a courtesy; however, your estimated patient portion is due at the time services are rendered. You will be responsible for any charges not covered by your insurance.

Spectacle Order Policy

All glasses are custom crafted for each patient with their unique prescription. Spectacle orders are electronically transmitted to lab at the time you place your order. For this reason once an order is placed it can not be cancelled and thus cannot be refunded. In some very rare circumstances a change to a spectacle order can be made provided it is prior to when the lab completes the job, but it is dependent on how far through the manufacturing process the job is. If a change is possible there is a \$30.00 order change fee.

New Spectacle Adjustment Policy

When you receive your new spectacles if you feel you are having difficulty adjusting to the new prescription we ask you to return to the office to confirm proper fit and alignment. After proper fit and alignment are confirmed if you continue to have difficulty adjusting to the new prescription contact the office to schedule an appointment. During the appointment a comprehensive evaluation of the prescription and all other lens characteristics will be reviewed. If it is determined a change to the lenses will be beneficial then new lenses will be made, one time, at no additional charge.

Returned Check Policy

When a check is returned due to insufficient funds, the patient will be responsible for their balance due as well as an additional \$25 returned check fee. The patient will be notified that their check was returned and of their new balance, which must then be paid by cash or credit card.

Missed Appointment Fee

Please be aware we have a limited number of appointments available each day and as long as our office has 24 hours notice for cancellations or rescheduling of appointments we are able to refill that appointment time with patients from our waiting list. However, if a patient misses an appointment without 24 hours prior notification our office does not have enough time to refill the appointment and the patient will be charged a \$25 missed appointment fee.

Contact Lens Assessment Fees

When patients are given diagnostic contact lenses and asked to return for a follow up assessment, the patient is responsible for scheduling and returning within 30 days. If the patient fails to return within this time frame, then an additional contact lens assessment fee will be charged as the process will have to start over again.

Restocking Fee on Contact Lens Orders

All contact lens orders are placed immediately. If a patient wishes to change their order, the patient will be charged a restocking fee of 15% of the original order placed.

Failure to Pick Up Contacts

Patients will be notified when their order has arrived and is ready for pick up. All contact lens orders will be held for 90 days, and if not picked up in this time frame the contact lenses will be placed back into stock or sent back to the manufacturer and the patient will be charged a restocking fee of 15% of the contact lens order.

Failure to Pick Up Spectacles

Patients will be notified when their order has arrived and is ready for pick up. All spectacle orders will be held for six months, and if not picked up in this time frame will be donated to a charity accepting spectacles.