

Policies

Contact lens services are non-refundable.

Payment for contact lenses is due before contact lenses may be ordered.

Final prescriptions are only provided after recommended follow-up care is complete.

There are no **refunds** on custom order lenses, opened boxes of lenses, colored lenses or lens boxes with markings or stickers on them.

Refills may be ordered through our office with a valid prescription.

Please order 1 week before new lenses are needed.

To Reorder Visit:

www.drroffis.com

Or Call:

804-226-1144 x 118



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Contact Lens Policies & Procedures



**Dr. Clifford Roffis
& Associates**

Dr. Clifford Roffis
Dr. Kenneth Gordon
Dr. Michael Osterhoudt
Dr. Joseph Scullo



Contact Lens Policy

Due to the advancements in contact lenses our doctors can fit most anyone in contact lenses. Contact lenses are a medical device that require a prescription. Only your optometrist can determine if contact lenses are right for you. You must first have a comprehensive examination, evaluation and recommended follow-up visits to determine a final prescription. It is our policy that all follow up care is complete before issuing final prescriptions and refills.

The Comprehensive Exam

Before being evaluated and fit with contact lenses you must first receive a comprehensive examination and refraction. This exam is necessary to assure good health of your eyes and to rule out the possibility of any unsuspected, underlying condition that may prevent contact lens use.

Contact Lens Evaluation

The goal of the contact lens evaluation is to find the best lens for each patient's best vision and comfort. We offer many lens types, materials, sizes, curvatures and wearing regimes, it is critical that a complete evaluation and analysis occurs to ensure a proper fit. Evaluations include Keratometry to measure the curvature of the eye, slit-lamp biomicroscopy of the cornea and surrounding tissue and assessment of lens movement, fit and power. We will not finalize a prescription until the doctor and patient are satisfied with the fit and vision out of the lenses. Evaluations can be done the same day as the exam or within 30 days of initial comprehensive examination. This fee is **in addition to** the comprehensive examination and must be paid before trial lenses are given or ordered. This is a non-refundable fee.

Follow-up Care

Your doctor may require follow-up care after ordering or providing trial lenses. This is to ensure that your lenses are fitting properly after hours of wear, there is no dryness or tightening of the lens and your vision is optimum for the distances required for everyday work and life. Some lenses are ordered under warranty and may not be exchanged if follow-up visits are completed within 30-60 days after ordering the lenses. **No final prescription will be available without first completing follow-up care.** We provide 60 days of follow-up from the day of examination in the evaluation fee. Additional fees may be charged if you do not return as prescribed by your doctor and your follow-up is done after 60 days.

Contact Lens Evaluation Fee

Annual re-evaluation of contact lenses is necessary. **It is our policy that all patients who are currently wearing contact lenses be seen every year for a contact lens evaluation.** This evaluation is a separate service from a comprehensive examination or medical examination and there is an additional charge for this service.

Vision Plans and Contact Lenses

Some Vision Plans provide an allowance towards contact lenses and/or contact lens evaluations. If we participate with your plan we will apply fees as indicated by your plan however many plans cover you every other year. Your vision plan provides time limits for the evaluation and follow-up which our office is contracted to follow. It is recommended that you keep all appointments with our office to ensure you do not incur an additional fee for contact lens related services.



See Clearly— See Your Doctor for Annual Examinations