



Contact Lens Policy

Contact lens service fees* are in addition to routine exam fees and include lens fitting, diagnostic lenses, and follow-up office visits needed to finalize a contact lens prescription. It is the patient's responsibility to know and understand their vision insurance coverage.

Follow up appointments are made according to the doctor's recommendations and **must be completed within 60 days of the diagnostic lens availability** (i.e. when the diagnostic lens is ready for pickup). Any additional follow up visits beyond the 60 day window are subject to an office fee. Professional fees are due at time of service and are non-refundable. All patients are entitled to a copy of their **finalized** contact lens prescription.

Contact lenses are medical devices with a prescription that is **valid for one year****. Hinsdale Eye Center will not dispense lenses or approve contact lens prescriptions beyond the one year maximum expiration date. Likewise, only the appropriate number of contact lens boxes/vials will be dispensed that fulfills the maximum one year prescription. Annual contact lens examinations are required to renew prescriptions.

Due to limited **diagnostic lens availability** from contact lens manufacturers, additional diagnostic lenses (beyond lenses required for fitting) will be dispensed only to patients who purchase their contact lenses through Hinsdale Eye Center.

Specialty lenses (custom made soft, hard or hybrid) have a **60 day warranty**. Exchanges can be made in order to finalize the prescription and are only refundable less a **restocking fee of 20% the original cost** of the lenses. Disposable lenses purchased at Hinsdale Eye Center can be exchanged within 14 months of contact lens prescription finalization; boxes cannot be opened, marked, or expired.

New Wearers: Contact Lens Training Session

First time contact lens wearers will be provided in-office instruction that includes insertion, removal, and safe care of contact lenses. Up to **two 30 minute sessions** are included in the contact lens service fee and **must be completed within 60 days** of the diagnostic lens availability. In the rare instance that additional sessions are needed, a fee of \$ 40 per additional session applies. The patient needs to **independently demonstrate** (without the help of a parent, if a minor) a basic understanding of lens handling and care before diagnostic contact lenses will be released to the patient.

I have read and understand the above policy.

(Printed name of patient)

(Signature of patient/guardian if minor)

Date

*Fees start at \$50 and vary depending on the type of contact lens fitting.

**Section 20 of HB1573 (Illinois Contact Lens Act) states "a prescription for contact lenses shall contain... an expiration date of one year from the date of issuance".