

Office Policies

1. Patient intake forms **must** be completed before your scheduled appointment or additional fees may apply.
2. At least one parent/guardian **must** stay with a child under the age of 18 years of age for the entire appointment. All other parents/guardians are welcome to stay for the appointment. We do **not** provide child care, so please arrange for care of other children because additional noise is very distracting during evaluations.
3. If you have been referred by another eye doctor, it would help us to have their records. Please ensure that you have contacted your doctor and that we have received your records **before** your scheduled appointment.
4. If you have been referred by another eye doctor, as a professional courtesy, we will direct you back to the referring doctor for your child's yearly comprehensive eye exam; contact lens fitting, dispensing, and follow-up; and/or eyeglass dispensing and follow-up, unless we have the expressed written consent of the referring eye doctor.
5. We do **not** have an optical, so all eyeglass frames must be purchased elsewhere.
6. Cancellation Policy for New Patient Exams: If you must cancel or reschedule your evaluation, we request at least 48 hours notice. If an appointment is cancelled with less than 48 hours notice, or if the patient no-shows, a 50% deposit will be required before another appointment can be scheduled.