



HENRY EYE CLINIC

Thank you for choosing Henry Eye Clinic for your eye care needs! We are committed to providing compassionate, competent eye care for generations!

We would like to take this opportunity to welcome you and introduce you to some of our office policies and procedures. To expedite your upcoming visit, we would like to recommend that while visiting our website you please fill out the "Patient Information" and "Medical History" forms. You may either print them out and mail them to us at least 7 days prior to your scheduled appointment or you can fill them out and then submit the forms online. **Then, when you come for your scheduled appointment please plan on bringing the following items with you:**

- **Your current medical insurance card(s) – you may have more than one**
- **A list of your current medications, both prescribed and over the counter**
- **All your eyeglasses that you currently wear**
- **Contact lenses – if you have the boxes your contacts came in please bring them**
- **Your picture I.D.**
- **Any required referral authorizations**

We participate with many medical insurances (**we do not take any vision insurances**) and are happy to file your insurance for covered services. You will be responsible for any co-pays and/or deductibles at the time of service. For non-covered services, such as refractions, contact lens fittings, or any optical purchases, etc., payment is expected at the time of service. We accept all major credit cards and Care Credit. After your insurance pays, you will be sent a statement for the remaining balance. All patients are asked to pay this balance within 30 days of receipt of their statement. If you have any questions, please contact our billing department.

During your visit you may have dilation drops placed in your eyes to help the doctor get a better view of the back of your eye(s). We will provide you with disposable sunglasses as you check out if you need them. If, however, you are unsure of your ability to drive while dilated, you may want to bring a driver with you.

We ask that you arrive promptly for your appointment. Late arrivals may need to be rescheduled, so other patients are not inconvenienced. We try very hard to run on time and to minimize your waiting time. Occasionally a patient has a difficult eye problem or emergencies occur that cause delays. **We ask for your understanding when these delays happen and assure you that you will receive the same attentive care.**

PLEASE....If for any reason you are not able to attend your appointment, we ask that you call our office in advance to cancel or reschedule. It is the policy of our office to charge a fee of \$25.00 should you fail to attend a scheduled appointment without notifying us 24 hours prior to your appointment.

If we can be of any further assistance to you, please call our office and one of our customer care specialists will be happy to answer your questions.

We appreciate the trust you have placed in us, and we look forward to seeing you soon!

Sincerely – The Doctors and Staff of the Henry Eye Clinic