

The Contact Fitting

There's been a lot of confusion surrounding the contact fitting. So, this handout was created to address the most common questions and even fears regarding the process, and safety of contact lenses.

1. Why do I have to pay extra?

- a. The extra fee associated with the contact fitting covers a variety of things including, but not limited to...
 - i. The extra measurements and time the doctor takes to find the right contact for you
 - ii. The follow up visit for the doctor to recheck the contact. Also, this visit affords you the opportunity to provide the doctor with feedback. How do they feel? How well are you seeing? If you're not satisfied then the doctor will give you another pair to try for another week and the process and follow-up visit is repeated until both you and the doctor are happy. You will not be charged for another fit for more than one follow-up visit. However, if you choose to decline this option and the doctor writes off on your visit you are not exempt from the charge.
 - iii. The trial pair of lenses that allow you to have this trial experience. All of this is to ensure that you don't put any money into boxes you can't use.
 - iv. Also for first time wearers it covers a staff member showing the patient how to insert and remove the contact as well as discussing proper care and storage.
- b. Because our eye health is constantly changing, we encourage all patients to take advantage of the trial period. Regardless of how long you've been wearing the same contact, the fitting fee will still apply for the reasons explained above. Why not be extra sure that you're still happy in the same lens?

2. I've been wearing the same contact for years. I'm ok with paying for the fit, but do I really have to come back?

- a. If you're a new patient to our practice the answer is yes; without exception. Because of the increased risk of infection and damage to a patient's eye, and to the doctor's liability and license, if you're a new patient no matter how long you've been wearing that lens, you will be required to return for a follow up visit so that the doctor can see the lens on your eye. There is such a thing as a contact suctioning onto an eye too tightly and can be dangerous to the patient. If you're a returning patient here then that decision is up to the doctor, not the front desk staff.

3. Does my insurance cover it?

- a. Yes and no. Every vision insurance plan makes allowances for the fitting fee in addition to the exam itself. Most health insurance plans don't cover routine eye exams and so contact fittings are generally not included. The best way to find out if you have coverage is to call your carrier.

4. My schedule is really full. What if I can't make it back for the follow up?

- a. We understand that life can be crazy and we will do our best to be flexible to your schedule. However, we have a 90 day policy stating that if you do not return for your follow up visit within 90 days of your original exam date that you will be recharged for the fit and the entire process will be started over. This second fit will not be billed to your insurance and payment will be expected before the process will begin.

5. Do I have to decide right now?

- a. No. We understand if you can't decide right now. The doctor will perform the fitting up to 90 days after your original exam date. While the fitting fee would be required, if it's done within 90 days you can avoid paying for an entirely new exam in addition to the fitting fee. After 90 days a new exam would be required.

6. I wear a bifocal. Could I wear contacts?

- a. Probably. Technology is constantly changing and improving. Huge advancements have been made in the past years that have made it possible to have more than one prescription in a contact. However, no matter what commercial you've seen, not everyone is suited for contacts. Dr. Huffman can tell you if your prescription makes you a good candidate however, candidacy does not guarantee success.

7. How long does my prescription last?

- a. Although, the expiration can be changed by the doctor at his discretion, the default expiration for contacts is mandated by Georgia law to be one year from the date of finalization.

8. I wasn't expecting this extra charge today. What happens if I can't pay it?

- a. If the doctor performed the fit then the balance will be left open on your account. Your contact lens prescription will not be dispensed to you nor will it be given to any other office and we will not fill it until your balance is paid in full.

9. Once I decide I like them how long does it take to get them?

- a. Once the doctor finalizes the prescription and the order is placed for them it usually takes one business week to get them

10. What happens if I get to the end of all this and decide I don't like them?

- a. While every effort is made to accommodate your visual needs and demands, some patients are simply not adaptable to contacts. As stated on your other paperwork, there is no refund for services rendered and the very nature of this process is a trial.

11. Isn't a contacts prescription the same as my glasses?

- a. No. Your visual needs change according to the distance between your eye and the lens; therefore there is a difference in power required for your contacts versus your glasses. Also, the brand of contact is considered part of your contact prescription as well as other measurements that are unique to contacts.

12. Why would it take more than one try to get the prescription right?

- a. Because every person is different. Each contact is made of a different material and each patient can respond differently. The doctor determines your prescription based on your feedback. Therefore, the more decisive and straightforward you are, the better results you'll receive.

13. I really want them but are they safe? Can I lose a contact in my brain?

- a. No. You have a membrane attaching your eye to the socket around it. This membrane will prevent any such loss of a contact. Although there is a higher risk associated with contacts, with proper handling and care, there is no reason that they are not perfectly safe.