

We would like to thank you for choosing Fagadau, Hawk, & Swanson M.D. as your eye care professionals. This information is meant to keep you informed of our current office policies and procedures.

Office Hours: We are open Monday through Thursday: 8:00 a.m.– 5:00 p.m. & Fridays 8 a.m.- 4:00 p.m.

Appointments: We see patients by appointment only. Same day appointments may be available for urgent eye related emergencies. Please contact the office to speak with a technician for urgent eye related emergencies.

After Hours and Emergencies: For a serious emergency call 911 right away. For an urgent eye-related issue, please give symptoms and duration to the receptionist- a technician will call you back. Please be aware that we will be working you into our schedule and there may be a wait. Also, you may not be able to see your regular ophthalmologist and may be scheduled with one of our other physicians that is available at that time.

If your emergency occurs after hours, please contact our answering service at **214-360-5673** and they will page the provider on call.

Running on Time: We know your schedule is busy and that your time is valuable. Please let us know if you have been waiting more than 30 minutes to be called for your appointment so we can confirm that you have been properly checked in. **Remember that our providers have several different schedules. If someone who arrived after you is called before you are, they may be seeing one of our other providers.**

Treatment of Minors: Patients under the age of 18 must be accompanied by a parent or legal guardian for every appointment. If a parent is unable to accompany the child, they may be seen with a written permission for treatment from a parent or legal guardian for that date of service only.

Requesting to Speak to a Technician: If you call our office during normal business hours with a non-emergency medical request such as a prescription refill, a glasses or contact lens prescription, or a question regarding eye drops, please leave a message with one of our receptionists and a good contact number so that a technician can return your call as soon as possible. Please keep in mind that the technicians are with other patients and we will do our best to return your call in a timely manner.

Prescription Samples: We often provide medication samples so that the doctor can see if the medication will work for you. Remember that samples are not a long term way to fill your prescription and we may not always have samples of your medications. **Please do not rely on samples for medications you take long term.**

Contact Lens Samples: If you need sample contacts to hold you over until your contact lens order arrives, please feel free to call our office to see if we have your prescription in stock. However, please keep in mind that these samples are primarily used for new contact lens wearers and we are not provided many trials of the same prescription to keep in stock. We encourage you to place a contact lens order before you use your last pair or open your last box. **Please visit our new online ordering website which you can access at www.fagadauhawk.com to take advantage of our convenient online ordering and delivery service for your contact needs.**

Billing/Collecting policies:

Type of Payments Accepted: Cash, Check, Visa or MasterCard are all acceptable forms of payment. We do not accept *American Express* or *Discover*.

Collection of copayments/co-insurance: Payment is required at the time of service, unless you have made prior arrangements with our billing department.

Referrals / Authorizations: If your insurance requires a referral to be processed through your insurance company, please have your primary care physician contact your insurance company to process the referral prior to your appointment. We must have this information before your appointment time in order to collect for services based on your in-network benefits.

Medicare Only Patients: Refractions are not considered a covered benefit by Medicare. The fee for this service is \$80 and is due at the time of service. The results of this test help the doctor to determine the health of your eye and cannot be refused.

Other Policies:

Cell Phone Policy: During your appointment we kindly request that you refrain from cell phone use. If you need to take a phone call we ask that you do so in the atrium area located right outside of the office.

Food/ Beverages in the Back Office: Due to testing equipment and electronic devices that are used to complete your eye exam, we ask that all beverages and/or food be enjoyed only in the front waiting area. We only allow bottled water to be taken back with you during your appointment.

I acknowledge that I have received and agree to the office and financial policies. Signature:

_____ **Date:** _____