



Virginia Eye Institute

BRINGING YOUR WORLD INTO FOCUS

VEI Optical and Clinic Policy

Re-Print / Re-Make / Refraction: Glasses & Contacts	
Effective Date: 11/15/23	Approved By: Marc Miller
Revision Date:	

Purpose

To outline the steps taken to offer a satisfaction guarantee for all patients that have been seen, and ensure that their prescription is correct for glasses and contacts.

Policy

Recheck:

Patients who present with concerns about their glasses prescription and would like to have them rechecked should start with the Optical Department. An Optical associate will check the glasses and advise the clinic if they need to be seen by the physician for further review or changes.

Restyle:

VEI has a 30-day satisfaction guarantee that will allow for a restyle, or change without using any warranty replacement. If there is a restyle, there is a \$50 fee plus the overage cost of frame. If there are issues with poor fit, lenses too heavy in frame, etc. this fee could be waived; however, should be reviewed before discussing with the patient.

Remake:

If there are issues with the prescription, the patient will have 90 days to have the glasses remade following a documented prescription change or in the event of a non-adapt to lens design. This applies for both internal and external doctors.

Reprint:

Reprints for glasses can be honored within 2 years, and contacts within one year. Any expired prescriptions for glasses or contacts will not be honored or printed. Patient will need to schedule an exam with the OD/MD.

*VEI does not charge for pupillary distance (PD) measurements. This can be taken care of in Optical.

Refraction Charge/No Charge:

- If the physician did not charge the patient for a refraction at the time of service by using the no charge code, “NCREF”, and they finalized the script, the patient should not be charged for a refraction fee for any of the above needs after the appointment. (Please verify the no charge code used at time of service by finding “NCREF” with a zero amount)
- If the physician completed the refraction; however, the patient didn’t want to be charged, or didn’t want a new script then the physician should not complete the script in eCW. Not completing the script in eCW will then prompt a charge if the patient decides to come back for a printed script after the service is completed. In this case the patient is responsible for the refraction fee.