

KROLL
& LIGHTHOUSE
OPTOMETRY

118 California Ave.
Reno, NV
89509

Our Conviction to our patients is quality, accuracy, and service.

- Our goal is to provide complete and caring ocular health services to our patients. We strive to create prescriptions which will allow our patients the best vision possible for all of their visual demands. If you have specific visual needs (computer, hobbies, sports), please inform the doctor during your eye exam. Additionally, we utilize the most optically pure lens materials and designs technology has to offer. High index lightweight lenses, anti-reflection coatings, and aspheric designs all reduce distortion and enhance lens clarity. We warrant all our professional products for normal wear defects for one year. If product is altered in any way this will void warranty (glue, solder, improper cleaning and care, etc.).
- All prescriptions are evaluated by our technicians to insure they are exactly what we ordered. We do not accept or tolerate the same margin of error the FDA allows when filling a spectacle prescription; we demand precision and guarantee lens accuracy. All glasses orders are final and frames cannot be returned or exchanged. If for any reason you feel a re-check of your prescription is needed, please call us within 60 days of the date of your exam.
- By law, a contact lens prescription is valid for one year. It is mandatory that all patients come in for an annual contact lens examination to ensure lenses are still fitting properly and eye health has not been compromised. **Contact lens prescriptions will not be renewed without an annual examination.** Contact lens exams have a separate charge that is **not** included in your medical exam.
- Our doctors will always accommodate emergency visits. Please call us immediately if you experience sudden vision changes, require a particle or foreign body removed from your eye, or feel you may have an eye infection. In most cases your medical visits can be directly billed through your health insurance.
- All co-payments and account balances are due at the time of service. An authorization from your insurance company does not always guarantee payment. Insurance payment is subject to patient eligibility and plan limitations. All orders placed while you are here at the office and submitted to the lab electronically. The lab will not accept cancellation after processing.
- Our office requires 24 hours notice when canceling and/or rescheduling an appointment. A \$100.00 fee will be incurred without proper notification. This will not pertain to emergency medical visits.
- Pupil dilation may cause temporary visual changes. You have the option to call a driver, or remain at our office until comfortable. If you need us to call someone, please ask.

Signature

Date