

## Things to know before your appointment.....

1. All insurances must be verified before your scheduled appointment and you must present your insurance cards upon arrival. Patients that do not have this information approved before their appointment will likely be rescheduled for another time. Our office will be happy to assist you in the days prior to your appointment. Present both your vision insurance and your medical insurance.
2. We recommend dilation of your eyes!!! Plan ahead and allow **plenty** of time. Try not to schedule other appointments on this day. Dilation is done at no extra charge as part of your exam (must be done same day) and allows the doctor to obtain a better view of the back of you eyes and in some cases to obtain a more accurate eyeglass prescription. Allow 30 minutes for the drops to have their desired effect and another 10-15 minutes to complete your exam after that. Bring a driver or have a back-up plan.
3. Bring your eyeglasses and bring your contact lens packages, boxes, etc.
4. Medicare and many medical plans do not cover “routine” exams and therefore do not cover refractions (test for eyeglasses). This can be provided at an extra charge. Medicare will only cover “medical” exams and medical complaints (i.e. cataracts, red eyes, glaucoma, eye pain, vision loss, etc.)
5. We allow 1 visitor per patient into the exam room and encourage patients to only bring a maximum of 1 visitor to our office. This allows more room for you and our patients. Try to leave your children at home.
6. Cancelled orders on eyeglasses or contact lenses are subject to restocking fees posted throughout our office.
7. Do not be late!! We strictly enforce a 10 minute late policy. If you are over 10 minutes late, we cannot and will not guarantee that you will be seen. Patients over 10 minutes late may be seen on a standby basis depending on the time of day. Late patients do not like this policy, but our on-time patients appreciate a smoothly running schedule that is not interrupted by late patients.
8. Be sure to utilize this website and print our all your office forms in the comfort of your home. This speeds in the check-in process and minimizes your wait.

We thank you for visiting Alice Family Eye Center and for taking the time to read these instructions. These instructions help reduce problems when you come to our office and help your visit be as pleasant as possible. If you have questions or concerns, please call us at 361-668-3937. For complaints or concerns please email Dr. Garza directly at [raymundgarza@yahoo.com](mailto:raymundgarza@yahoo.com).

