

Dear Patient,

Thank you for choosing Mission Eye Care for your specialty contact lens fitting. As the largest referral site for specialty lenses for corneal disease in Southern Alberta, we are committed to achieving the best possible vision and comfort for our patients. Our doctors and technicians have the experience and training to ensure that you are fit with the most appropriate lens to improve your vision and quality of life.

The nature of corneal diseases such as keratoconus, PMD, corneal transplant and post-laser ectasia is that every case is unique and poses a different challenge when it comes to vision correction. Custom specialty contact lenses are complex to fit and require long fitting times and multiple follow up visits. This information sheet is designed to ensure that you have appropriate expectations regarding timelines, fees, and scheduling.

- Your initial fitting will likely last 1-3 hours and will include:
 - Assessment of the cornea, disease state, baseline topographical and corneal thickness mapping
 - Determination of the best vision possible using spectacles
 - Discussion of specialty lens options including suitability, product costs, replacement frequency, and lifestyle considerations for each type
 - Initial determination of lens parameters, likely involving the trial of various lenses on the eye to determine proper fit, vision, and comfort.
 - At this time the lens will be custom ordered and your material and fitting fees charged
- The first 3 months of follow-up visits are included in your initial fitting fee. On average, 4 to 5 visits are required for most fits. These visits include:
 - Initial delivery of the lens, training on proper insertion/removal and care, and assessment of fit, vision and comfort. You will likely leave with the lens and the proper lens care solutions at this time. Follow ups are then scheduled in 1 to 2 weeks depending on the need for lens parameter modification.
 - Follow up assessments may indicate a need for a change in lens parameters or design to improve fit, vision or comfort. **Lens design changes are warranted for exchange for up to 90 days from initial fitting.** It is unlikely that the fit should take longer than this unless there are changes to your disease state or surgical intervention is made in the interim. Lenses ordered after this time would be charged at full replacement cost.
 - Refits after 6 months (if required) would be charged according to complexity and time spent. Annual exams thereafter are required and billed at customary fees.

- Scheduling of follow ups in a timely fashion is important so that all exchanges can be done before warranty expiration. We will make every effort to accommodate your schedule but we ask that you also respect the finite scheduling availability of the doctor.
- Although the vast majority of corneal disease patients will benefit from specialty contact lenses, some will not. Doctors will do their best to determine reasonable expectations at the time of fitting. **Initial fitting fees are non-refundable** once lenses are ordered. Fitting fees may be reduced at the time of lens delivery if it is determined that lenses may not provide the desired outcome.
- Due to changes in corneal shape with certain types of contact lenses, spectacle correction is not advised until the final follow-up. If you choose to obtain glasses for part time wear before this time, we will warranty only ONE prescription change (must be within 30 days). Any further lens changes will be at your own expense. If glasses are purchased elsewhere, you will be subject to their redo policy, and troubleshooting (if done at our office) may also incur a cost based on time spent.

We endeavor to provide outstanding service that respects the time and effort involved by both parties. Although the fitting process may be time-consuming for both doctors and patients, the outcome is well worth it! Please sign and date below that you have read and understand the above.

Signed

Date

Thank you,
Doctors & Staff
Mission Eye Care