

Barry Leonard and Associates
14425 Chase Street
Panorama City CA 91402
www.drbleonard.com
818-891-6711

WELCOME TO OUR OFFICE. The following policies have been established in our practice to help guide our patients through the Optometry process.

APPOINTMENTS. Optometry appointments for scheduled treatment with the doctor can be made either by phone, in person, or on our website. We ask that you give us at least 24 hours notice for any necessary appointment changes, so that we can consistently honor your scheduled appointment time. Short notice appointment changes of less than 24 hours will be charged an appropriate fee.

OFFICE HOURS. For your scheduling convenience the following hours are offered for Optometry care:
Mon, Tue 9:30 am - 6:00 pm
Wed, Thu 10:00 am - 7:00 pm
Fri 9:30 am - 5:00 pm
Sat 9:00 am - 3:00 pm

FEE & PAYMENT POLICY. We have established the following payment plans for the convenience of our patients. Our fees may be paid as follows:
Payment in full at the initial appointment of any Professional services.
Payment in full for all co-pays and extras with any vision insurance

We accept Visa, Mastercard and American Express. We also offer no interest financing through Care Credit. Please be advised that payment is due and payable at the time services are rendered unless prior arrangements have been made.

OUTSTANDING BALANCES. A 2.0% monthly interest charge will be added to balances unpaid over 30 days. In the event of default on our agreed upon payment program, you will be responsible for any collection charges that may be incurred. These may be up to 100% of the balance due. There is a \$15.00 fee for any returned check

INSURANCE. If you have insurance, please know it is your responsibility to understand your own coverage. We can approximate the benefit you will receive based upon the information you provide us with, however, please be advised each company has a different criteria for payment. At every dollar amount your insurance company does not pay is your responsibility. We ask that you assign your insurance benefit to us and the balance will be arranged for you to pay as listed above. We will help in every way we can in filing the insurance claim and in handling insurance questions from our office in your behalf. Should your insurance company delay payment for more than sixty (60) days, payment will be due in full by the insured.