



The mission of our professionally trained staff is to provide the highest quality medical and surgical eye care in a modern, state-of-the-art facility. We hope your experience with Coastal Eye Care is pleasant and all your concerns are addressed in a considerate and professional manner. Please feel free to ask for further clarification should you have questions. Our staff is always willing to help. In anticipation of your visit to Coastal Eye Care, the following information will provide you with an understanding of our office policies.

OFFICE HOURS: Our office is open Monday through Thursday 7:30 AM to 4:30 PM and Friday 7:30 AM to 12:30 PM.

EMERGENCY HOURS: Emergency cases are treated during office hours as needed. However, if the office is not open, your local emergency room will accommodate your immediate needs until Dr. Rudloe, or another on-call ophthalmologist may be contacted through our answering service.

SCHEDULED APPOINTMENTS: Patients are seen by scheduled appointment. If you are unable to keep a scheduled appointment, or need to reschedule an appointment, we ask you call 24 hours in advance. Missed appointments may be assessed a \$25.00 fee.

EMAIL COMMUNICATION: It is the policy of Coastal Eye Care not to use email as a form of patient communication for clinical information. For reasons of patient privacy and safety, please call 207-667-6300.

Patient Financial Responsibility

CO-PAYMENTS: Your co-payment will be collected at check-in.

MEDICARE: Please bring your Medicare card to your appointment as we need a copy of your card on file.

MAINECARE: If your MaineCare policy requires an insurance referral from your Primary Care Physician, it must be in place prior to your visit or your appointment will be rescheduled.

HMO INSURANCES: Please make sure an insurance referral from your Primary Care Physician is in place prior to your visit or your appointment will be rescheduled.

SELF PAY: Patients with no insurance coverage are expected to pay, in full, at the time of service.

OUT OF POCKET: We collect deductibles, co-insurance, and non-covered services at the time of service.

OUTSTANDING BALANCES: Payment is due upon receipt of statement. Balances not paid within 28 days of the initial billing may be subject to a late fee. In the event a past due account is sent to a collection agency, a collection fee will be assessed.

DRIVERS LICENSE AND OTHER FORMS: There is a nominal charge for completion of forms by the physician.

REFRACTION TEST: The cost of a refraction test is based on your insurance plan.

****Please be advised most insurance companies do not consider treatment for a medical diagnosis by an ophthalmologist to be a Routine Eye Exam. Please contact our office so we may research your specific benefits. ****

Payment Options: Cash, Check, Visa, MasterCard, AMEX, Discover or CareCredit Financing Company