

EYE SPECIALISTS OF ESCONDIDO

201 W. VALLEY PARKWAY
ESCONDIDO, CA 92025
(760) 489-5100

Matthew R. Kirk, MD.
Ashley McCafferty, OD. Therapeutic Optometrist

2024 Office Policies

- To serve our patients in a more timely fashion, we have established a grace period of time. If you arrive later than 15 minutes after your scheduled appointment, you will be asked to reschedule unless there is an availability of time in the schedule. We understand your time is valuable, please keep in mind that for every patient 15 minutes late, the doctor will be behind 15 minutes.
- All co-pays and/or deductibles are collected at the time of check-in before seeing the doctor. Your appointment could be rescheduled if financial matters are not settled before appointment.
- Pharmacy: It is best to contact your pharmacy at least a week before you run out of medication, and they will contact us. If you need mail order prescriptions, allow 2-3 weeks for your medication to arrive once you have placed the request. If you need prescription refills at the time of your appointment, please alert the back office staff.
- There will be a fee of \$25.00 for no show or appointments not cancelled 24 hours before appointment time.
- There will be a fee of \$20.00 for completing patient requested medical/vision questionnaires with the exception of DMV forms.
- If you walk in or call for an appointment and it is determined that you need to be seen same day; your appointment will be after all regular scheduled patients depending on availability (please note this could result in a longer wait time).

PATIENT'S SIGNATURE