**HIPAA Privacy Policy & Payment Policy**

Dr Michael W Jorgensen OD LLC and Vista Vision LLC will keep your medical record private and will not share with anyone unless requested by the patient and/or legal guardian. We abide by the HIPAA laws and policies. We use email, phone and text to communicate with our patients. We may ask for verifying information on the phone, email or in text to verify the identity of the inquiring individual. We have the right to refuse to discuss any patient information if we feel the identity of the patient cannot be validated. It is important the patient informs our clinic of any person we can share patients’ information with. This information includes, but is not limited to, medical record information, Eyeglasses Rx, contact lens Rx or any other pertinent information obtained during the eye examination. Do NOT have someone other than the patient contact our office for your information unless you are the patients legal guardian or they are under the age of 18. By being a patient of ours, you agree we can contact you via phone, email and/or text message. Our phone and text system abides by privacy laws and is encrypted. Our email system is always encrypted by a trusted company. If you wish to learn more about any of our communications systems, please speak with Dr Jorgensen during your examination.

All fees for services and products are due at the time of service. Any amount paid to Michael Wade Jorgensen OD LLC and Vista Vision Optical LLC is NON-REFUNDABLE for any reason at all. Once payment is made for products, the product is custom ordered, and no refunds are given for any reason. If you are a Medicaid patient, any amount you pay over what Medicaid allows has not been forced upon you or required. You have decided upon yourself to purchase upgrades that you know Medicaid does not cover and you understand the full amount is due at the time of order and no refunds will be given.

Thank you for being a valued patient of ours!