

## CONTACT LENS PRICE MATCH

- You must call every time you are going to match pricing, the patient must bring in new paperwork each time.
- Note in the ledger which one of us ok'd the price match.
- Make sure you are using the updated list.
- If it is not a distributor on the list, we will not price match.
- Some companies have shipping charges, if so we will add in those amounts to what we charge too.
- Sometimes, we will tell you no. The reason we tell you this is because we cannot lose money. There is a very small amount of money that we make on contacts anyway.
- We do not want to make it normal practice to price match all patients. We can offer to price match if a patient asks for their prescription to take elsewhere to get them at a lower price.
- The patient is to be the one who looks up and prints off the price match sheet, you should not be doing this at your office.
- On the ledger put in the int. Notes the place and price of the price match and who approved it.
- We are keeping a log, we must have the account number, the price, what company, and if we told you that other fees that have to be added in.
- John is auditing every contact lens adjustment that happens, please make sure that you are following the proper steps. If your adjustment isn't in our log, expect a call.
- All adjustments are to occur in the adjustment section on the ledger NEVER change the retail in the amount section.