

Some Terms of Service

The Retina Center, PA

Privacy Policy

Effective Date: June 17, 2026

The Retina Center, PA respects your privacy and is committed to protecting your personal information.

Information We Collect

We may collect personal information including:

- Name
- Phone number
- Email address
- Mailing address
- Date of birth
- Insurance information
- Medical and appointment-related information
- Communication preferences

How We Use Your Information

We use your information to:

- Schedule and manage appointments
- Provide medical care and related services
- Communicate regarding appointments, treatment, and office updates
- Process insurance claims and billing
- Respond to inquiries and customer service requests
- Comply with legal and regulatory requirements

How We Share Your Information

We may share information with:

- Healthcare providers involved in your care
- Insurance companies and billing partners
- Service providers assisting with business operations
- Government agencies when required by law

SMS consent is not shared with third parties or affiliates for marketing purposes. SMS consent is not shared with third parties.

SMS Communications

Patients may provide consent to receive SMS communications verbally during conversations with our staff, including when scheduling appointments, during office visits, or through other direct interactions.

SMS messages may include appointment reminders, follow-up communications, office notifications, and responses to patient inquiries.

Patients may opt out of SMS communications at any time by replying STOP.

Patient Acknowledgments

By receiving services from The Retina Center, PA, you acknowledge and authorize us to provide treatment, communicate with your healthcare providers as necessary, and release information to insurance carriers for billing and payment purposes.

Eye dilation may temporarily affect your ability to operate a motor vehicle. Patients are advised not to drive following dilation.

We will make reasonable efforts to file insurance claims as a courtesy; however, patients remain responsible for any balances not paid by insurance (not the insurance company nor any other third party), including attorney's fees and expenses associated with the collection of unpaid balances, and/or court costs and expenses as necessary. If you are a member of a managed care program, and do not have adequate authorization to be treated, or we are not in the particular network, then you will assume all financial responsibilities, including costs to collect any debts. You request that payment of authorized benefits from Medicare/Commercial Insurance be paid directly to The Retina Center, PA. This constitutes a lifetime authorization of benefits. For any unpaid balances late payment interest at statutory rates may apply. Payment is due at the time services are rendered.

Appointment Policies and Records

If you are unable to attend your appointment, please notify our office at least 24 business hours in advance to avoid a cancellation fee of \$50.00 for office visits or \$75.00 for procedures. All appointments must be confirmed at least 24 business hours prior to the scheduled appointment time. Failure to confirm your appointment, may result in the office having to re-appoint you to another day/time.

Typically, we will communicate and coordinate with your referring provider as needed. If additional medical records are needed, we request that all patients utilize the Patient Portal (www.Mypatientvisit.com) at no additional cost. And, although successful results can never be guaranteed, your help in your own retina care will go a long way to increase the odds of a successful outcome. For questions regarding our Privacy Policy, please contact The Retina Center, PA at 352 333-5050 or 352 873-7300.

SMS Terms & Conditions

By providing your mobile phone number and consenting to receive text messages from The Retina Center, PA, you agree to the following terms.

Types of Messages

You may receive SMS messages related to:

- Appointment reminders
- Appointment scheduling and confirmations
- Follow-up care communications
- Office notifications and updates
- Responses to patient inquiries
- Internal employee communications (for authorized staff)

Message Frequency

Message frequency may vary depending on your interactions with our office.

Message and Data Rates

Message and data rates may apply based on your mobile carrier plan.

Opt-Out Instructions

You may opt out of SMS communications at any time by replying STOP to any message.

Help Instructions

For assistance, reply HELP or visit <https://www.theretinacenter.com>.

Additional Information

Visit <https://www.theretinacenter.com> for our Privacy Policy and Terms of Service.

By opting into SMS communications, you acknowledge that consent is not a condition of receiving medical treatment and that you may withdraw consent any time by replying STOP.