



Effective Immediately CDC recommends that all eyecare offices postpone routine eye care visits.

In our national effort to reduce exposure to the COVID-19 virus it is critical that we immediately need to limit direct person to person contact to reduce the overall force of infection, CDC has recommended that all eyecare offices limit their services for urgent/emergent eye care only.

What does this mean?

Our office will remain open but will limit patient visits to **URGENT/EMERGENT visits**. We will be available to schedule urgent/emergent patients, answer questions, place contact lens orders, by phone M-F from 9 am - 5 pm.

The following are considered **URGENT/EMERGENT**

- Foreign Body in eye or Eye pain
- Eye injuries
- Sudden change / loss of vision
- Flashes / floaters
- Acute red eye
- New double vision
- Referred head injury patients
- Post operative visits
- Lost glasses / broken glasses in moderate to high Rx with no backup

What We Are Doing:

- We are aggressively asking/demanding that patients follow COVID-19 safety guidelines (listed in the next section).
- We will be checking temperatures of all staff daily and patients when they arrive at the office.
- Our offices are cleaned and sanitized many times throughout the day as part of our normal course of business. Over the past few weeks, we've increased the frequency and extent of those cleanings. Plus we have increased our after-hours professional cleaning.
- We are greatly reducing the number of patients in our office at any one time
- We have also increased the cleaning and sanitizing of our large selection of eyewear after each frame has been touched.
- Hand sanitizer dispensers and masks have been placed in waiting areas. We ask that you utilize the hand sanitizer as you enter and exit our office.
- We are asking our staff to be especially conscientious about staying home if they are not well or showing any symptoms of COVID-19.

COVID-19 safety guidelines:

- If you are experiencing the symptoms of a cold or the flu, call but DO NOT COME INTO OFFICE,
- If you are not feeling well, if they have been exposed to someone with COVID-19, call but DO NOT COME INTO OFFICE
- If you have traveled internationally or domestically in the last two weeks, call but DO NOT COME INTO OFFICE
- Then you'll need to reschedule your appointment and visit us at a later date.

What we are doing to limit the number of patients being in the office at one time we have initiated these policies and services:

- Limit number of family members accompanying a patient
 - Only the person receiving care should come into the office.
 - If child has appointment only the parent should accompany

- Fast pass service for contact lens pickup from the office without leaving your car. Let us know when you are in the parking lot and we'll bring out your contact lens order.
- Mobile check-in from the parking lot for scheduled appointments. When you arrive, call us from our parking we then will invite you in when we can actually begin services. Of course if you'd like a cup of coffee or water will bring it out to you.
- Mobile check-in when picking up or ordering glasses or if you need frame adjustments for "sat on glasses." When you arrive, call us from our parking we then will invite you in when we can actually begin services.
- We've changed our contact lens policies to attempt to reduce visits to our office (Contact Lenses patients help us "Bend the Curve" by reducing visits to our office).

As always, we are here for you if you need us and if you have questions about your specific situation feel free to call.

Every single reduction in the number of personal contacts we have per day will help us "Bend The Curve" and slow the ability of the virus to spread in Central Oregon.