



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 limit direct person-to-person contact to reduce the overall force of infection, CDC has recommended that all eyecare offices limit their services to urgent/emergent eye care only.

What does this mean?

Our office is currently **BY APPOINTMENT ONLY** for limited services.

We currently have NO OFFICE HOURS and we cannot accommodate drop-in visits.

Whether you are scheduled for an **URGENT/EMERGENT visit** (see list below) or you are picking up your glasses or contact lens supply we ask you to be aware of our temporary policy.

If you have an eye emergency call us at 541 382-5701 and leave a message for our on-call doctor who will return your call to first discuss your issue over the phone.

If you need to pick up glasses or a contact lens supply or place a contact lens order **you need to call us so you can be confirmed for a set time.**

Once you are in our parking lot for your re-confirmed appointment please call and we will advise you whether we can invite you in or if

there is a wait we'll have to have you stay in your car. Once we can see you, we'll call you back and meet you at our front door.

The following are considered **URGENT/EMERGENT**

- Foreign Body in eye or Eye pain
- Eye injuries
- Sudden change/loss of vision
- Flashes/floaters
- 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, or if have been exposed to someone with COVID-19, call but DO NOT COME INTO OFFICE

- If you have traveled out of the country 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:

- 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. When you arrive, call us from our parking lot we then will invite you in when we can actually begin services.
- We are offering to extend CL prescriptions for up to 6 months for current patients. If you are in need of contact lenses call the office or email us to discuss or to place an order. Contact lenses are always shipped direct to you with no cost for shipping.

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.