



Dear Patients,

On March 21, 2020, in accordance with the recommendations of the CDC and the American Optometric Association (AOA), we made the extremely difficult decision to move to emergency-only care to help slow the rate of transmission of COVID-19. The CDC and AOA recently relaxed these recommendations and as of May 1, 2020, we have resumed routine care with many additional precautions in place for the health and safety of our patients and staff.

Included among the changes you will notice are the following:

- We have decreased the number of appointment slots to allow time for extensive cleaning and disinfection between patients.
- Our main office doors will remain locked to control the number of patients in our office at any one time.
- All patients will be greeted at the door, screened for illness, asked to sanitize their hands and will be provided a new, clean mask to wear.
- All staff and patients will wear masks at all times in the office.
- We are only allowing scheduled patients into the office. Guests will be asked to wait in the hallway or in their cars. Exceptions will be made for the disabled and children under age 18.
- All minor children must be accompanied by a parent or guardian. Only one parent or guardian will be allowed in the office with the child.
- Office furniture has been removed and waiting spaces have been rearranged to allow for social distancing whenever possible.
- All frames, equipment, and surfaces touched by a patient will be cleaned and disinfected before the next patient enters the area.
- Shared patient amenity items (magazines and coffee stations) have been removed.
- Eyewear dispensing, adjustments and repairs will now be scheduled appointments (drop-ins are discouraged as we may be at capacity and will not be able to allow you into the office).

If you had a scheduled eye exam during the weeks we were seeing emergencies only, we will, or may have already, contacted you to reschedule your appointment. Please be patient as it may take time for us to connect with everyone. As you might imagine, our schedules are very full at the current time, but we have added some extra days and hours to try to alleviate some of the congestion. If you have an immediate concern regarding your vision or eye health, please don't hesitate to give us a call.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we are taking to keep you, and all guests and staff members, safe in our clinics. To contact us with a question or to make an appointment, please call your regular office. All phone numbers can be found on our website: [www.youreyecareteam.com](http://www.youreyecareteam.com). We appreciate your understanding and patience during this time.

Be well,

Dr. Roers, Dr. Gruber, Dr. Alvarez, Dr. Schnelle and the *Your Eye Care Team* Staff