

# COVID-19 Office Update Effective 3/18/2020

## To our patients,

In order to keep our patients, staff, and community safe and according to the guidelines released by the American Optometric Association, we have decided to only see emergent patients until **April 1st** (tentatively). We have not had any known cases in our office, but we feel this is a necessary measure to help prevent the spread of COVID-19. If you have an appointment scheduled, we will call to reschedule you for a later date.

If you have an eye-related emergency, please call us at any time before you go to the ER or Urgent Care. Dr. Smith, Dr. Israelson or Dr. Jenny will be on call. This will help reduce the strain on our already overloaded healthcare system. We will be available for Telehealth appointments, which will reduce contact if you can be treated over the phone.

We will be open for limited hours and can be contacted by phone, text messaging, or email. If you need to pick up your glasses or contact lenses, we will do a curbside pickup in order to minimize people in the office. Please call us when you arrive at the office and we will bring them to you. We are still ordering glasses if you know what frame you would like and if we have your measurements. Glasses adjustments will have to wait until we reopen. If you lose or break your glasses, please call first and talk with an optician before coming to the office.

We will be continuing contact lens orders and those can be shipped to your home or picked up curbside. If your contact lens prescription is expiring and you need to order more, we will be extending your prescription for 3 months.

Our limited hours are as follows:

Monday-Friday: 9am-3pm

Saturday: Closed

We appreciate your understanding and continued support through this time. We hope to return to normal business hours as soon as it is safe for everyone. Please stay safe and healthy and contact us with any questions or concerns.

Thank you,

Envision Boulder