

# COVID-19 Health Crisis

## Response

As our office continues to navigate operations during the COVID-19 health crisis, we have updated our policies to deal with the public health situation and will be closing our office for all routine vision appointments as advised by the CDC.

**Effective Monday, March 23<sup>rd</sup> Family Vision Care will be open from 12:00pm-2:00pm Tuesday and Thursday for contact lens and glasses pick up. Additionally, all contact lens orders placed from 3/19/20 forward will be shipped free to your home.** If you are picking up eyewear, you will need to call the office upon arrival to be checked in as our doors will be locked.

All routine appointments are cancelled until further notice. Once we are able to resume regular hours, our staff will diligently work to get everyone rescheduled. We will continue to see eye appointments that are emergent in nature to keep the emergency rooms open for those dealing with the current health crisis. ***In the event that you or a family member needs emergent eye care or needs medications refilled***, we ask that you call the office for further instructions on reaching our on-call staff.

We will continue to screen all patients and visitors upon entrance by taking a temporal temperature reading. **Any person with a temperature over 100.4 °F will have to make alternative arrangements for picking up glasses/contacts.**

In addition, we ask all patients to limit the number of accompanying visitors to **1 visitor**. If the patient requires an interpreter, this will count as their 1 visitor. Feel free to contact our office with any questions or concerns. ***The best method of contact during the closure will be by text messages, as they will be monitored daily. 509-248-5552.*** If you prefer, you can email [Kari@fvcyakima.com](mailto:Kari@fvcyakima.com), which will also be frequently monitored. Voicemails will not be monitored daily.

Please understand that these guidelines & temporary closure are not meant to cause inconvenience to our patients, but to protect our patients, staff and community. As always, continue to thoroughly & frequently wash your hands, keep a safe distance when in public environments, and cover any cough/sneeze. Please follow up with your Primary Care Provider for any additional questions or concerns regarding the COVID-19 Health Crisis.

Sincerely,

The Family Vision Care Staff