

SEAL BEACH EYES

Optometry

At Seal Beach Eyes Optometry, the health and safety of our patients and team members continues to be our top priority as we respond to the evolving COVID-19 (Coronavirus) outbreak.

The CDC has recommended that healthcare facilities and clinicians should prioritize urgent and emergency visits and procedures now and for the coming several weeks. They further recommend postponing routine eye care visits.

Our office is still open for care, however, we ask that if you do not already have an appointment or if you are not in need of essential eye care services, you delay your routine visit until after April 1, 2020. We will be contacting all patients with appointments over the next two weeks to strategically spread out the times for minimal exposure to others. If you would like to reschedule your existing appointment, please contact us immediately.

By adhering to careful hygienic protocol, practicing "social distancing" as much as possible, and following the below listed guidelines, we hope to provide you with a safe environment in which to receive your eye care.

1. We are asking patients who are age 65 or older OR in poor health to consider rescheduling for April or later.
2. We will ask any patient (or person accompanying a patient) who presents with cold or flu-like symptoms to reschedule the appointment BEFORE presenting to the office.
3. We will be calling all patients the day before their appointment to confirm. We will ask if they are confident they are free of any fever, chills or other cold or flu-like symptoms AND have not been exposed to someone with those symptoms in the past week. If there is any doubts, we will error on the side of caution and ask that the appointment be rescheduled for at least two weeks later.
4. We will be disinfecting all "tried on" frames before returning it to the display.
5. We will be asking all patients to use a hand disinfectant or wash their hands prior to the start of their appointment.
6. When possible, please come to your appointment alone or have companions wait in the car.

7. If you are coming to the office to pick up glasses and contact lenses, you may call from the parking lot and arrange to have the eyewear delivered to your car or outside of the office.

8. If you are ordering contact lenses, please consider having them shipped directly to you. Also, please consider ordering contact lenses ASAP, as we are unsure of the impact that COVID will have on the availability and delivery of contact lenses. **WE ARE OFFERING FREE SHIPPING ON ALL CONTACT LENS ORDERS.**

9.. All of our team members will stay home if we feel the symptoms of the flu - aching, fever, chills; this may require us to reschedule patients (e.g., if several staff members are out at the same time, or if one of the doctors is not able to come in).

We apologize for any inconvenience any of these procedures may cause. We are doing our part to try to reduce the severity and impact of this disease by "flattening the curve". We will be here to continue to take care of your eye care needs until told otherwise. As the status of COVID is ever-changing day to day, even hour to hour, we may be forced to cancel some appointments to minimize the number of people in the office. If it is mandated, we may be forced to close the office for a period of time.

We appreciate your choosing Seal Beach Eyes for your eye care needs. Please be safe, be wise and stay healthy. Please feel free to contact us with any questions, concerns, or suggestions.

Thank you,

Dr Hill, Dr Nelsen, and Staff

- Call with any questions
- We are here for any urgent matters – we don't want you at Urgent Care or ER
- **FREE SHIPPING** on all contact lens orders. Order online sealbeacheyes.com
- Call from parking lot if you would like specs or contacts delivered there

