

To all of our wonderful patients:

We are pleased to announce that we will begin seeing our patients for comprehensive eye exams beginning May 12th, 2020 by appointments only. We appreciate your patience during this difficult time. Safety remains our highest priority. We all want to go back to our normal lives even if it is a “new normal,” however, we have to continue to be diligent in maintaining a healthy and safe environment as the pandemic continues through our community.

During our office closure, we have developed new safety protocols for our staff and patients to remain compliant to the current local and state regulations. Our office hours will be different and our appointments will be spaced out to allow for social distancing and time for sterilization in between patients.

**New office protocols for our patients:**

1. When making an appointment, you will be asked if you have any symptoms of illness, fever or flu symptoms.
2. When making an appointment, you will be asked if you have been exposed to anyone with COVID-19 positive in the last 2-14 days.
3. Only the patients with the scheduled appointments will be allowed into the office unless the person is accompanying a minor or is a caregiver.
4. For all visits to the office, we will require that you wear a face covering or mask. If you do not have a face covering, we will have masks available for purchase.
5. There will be no walk-ins to our office. All repair/adjustment or frame selections must have an appointment.
6. For all of our new patients, please download and fill out all paper work prior to your appointment. Click on the new patient tabs under Office Forms. You can e-mail your filled out forms to us.
7. We may ask you to check in from your cars in the parking lot. This way we prepare for your arrival before you enter the office. We may start your medical history while you wait in your car and have all the instruments ready and sterilized for you.
8. You may be asked to use your own pen to reduce transmission of disease.
9. For payments over the phone, please download the Payment Over the Phone form and email back to us.

**We will still offer:**

1. Telemedicine consultations- If patients have any emergencies, our doctors will first do a virtual consultation.
2. Our express/drive thru pick up will still be available. Please call us from your car so we can bring your glasses or contacts to you.
3. All contact lens orders can be taken over the phone or through our website and shipped directly to our patients.

For any questions or concerns, please don't hesitate to call us, text us, email us. We are here to meet your essential eye care needs. Stay safe and wash your hands :)

Office phone number: 510-581-1430 Office text number: 510-858-2551

Office email: [info@theoptometrycenter.com](mailto:info@theoptometrycenter.com)

