

## **PATIENT UPDATE**

# **COVID-19 Update for Patients of Anderson Eyecare**

## **March 23, 2020**

The Doctors and Staff of Anderson Eyecare continue to closely follow the changing guidelines and recommendations of the CDC regarding COVID-19. We are committed to the safe and responsible care for our patients and staff.

**Following CDC guidelines for dentist and eye doctors, we will continue to postpone all routine eye care for all patients. However, as directed by Mayor Cooper's "Safer at Home" order, we have been identified as an essential service and will remain open with "curb-side" pick-up only.**

During this period of social distancing and restricted activities, we are here to help.

- **Glasses or Contact Lens Pick-ups**- The interior office is closed; however, we are offering "curb-side" pickup. Please call before you come so we can coordinate a smooth hand-off. We are accepting payments over the phone prior to your "curb-side" pick-up. We are ready "rain" or "shine".
- **Routine Eye Exam** –If you had an appointment that has been or will need to be rescheduled, we are saving you a place and will reach out to you first ... when things return to normal. We have paused all future appointments, however, feel free to call to be placed on our list for future appointments if you did not already have an appointment.
- **Nearly Out of Contacts** – Due to the need to postpone routine exams, we will be able to extend contact lens prescriptions by 6 months and you will be able to order up to a one year supply if you desire. Online ordering is now available on our website. Simply enter your brand and Rx and we will verify before we finalize. All prices have been reduced to our lowest per box pricing regardless of quantity purchased and 2 or more boxes of anything ships free to your house.
- **Broken or Lost Glasses** – We may be able to extend your glasses prescription during this time and will do our best to help with your eyewear needs.
- **Refills for Prescription Medications** – We can transmit a refill for your prescription medications directly to your pharmacy so that you have the medication you need.
- **Post-Ops and Eye Emergencies** – These will be handled on a case by case basis and will need a phone consultation prior to any "in-person" appointments. Please call us prior to going to the ER or Urgent Care offices for an eye emergency. We may be able to resolve your issue without a trip to the ER.

Updates to CDC and government guidelines regarding COVID-19 will continue to be reviewed and may warrant adjustments to the above policies. We will continue to communicate any changes as they occur via our Facebook page and our website (AndersonEyecare.com). If you have any eye care needs or questions, please call the main office number at (615) 883-9595 or (615) 974-2021 if no answer.

Thank You for Your Continued Cooperation,

Dr. John, Dr. Terri, & the Entire Anderson Eyecare Team