

May 4, 2020

Dear VisualEyes families & friends,

We hope this email finds you and your families still in good health and adjusting to the new normal, since our last email. Although the Shelter in Place is still in effect for Palm Beach County, we have been notified that as an essential care workplace, we are now able to see wellness, as well as urgent/emergent patients, effective today, May 4, 2020. While we are excited about being able to resume patient care, we are still taking a modified and cautious approach. This opening is very controlled and entry into the facility is by appointment only. We just wanted to let you know what to expect, should you need our assistance.

What can you expect?

1. We will be emailing you a link with an intake form, as well as a wellness form. We ask that your paperwork is filled out and uploaded ahead of time.
2. New patients, please take a picture of your driver's license and updated insurance card and send it to our office number, it is secure. [561-625-4380](tel:561-625-4380)
3. Established patients, please take a picture of your updated insurance card and send it to our office number, it is secure. [561-625-4380](tel:561-625-4380).
4. We will confirm you the day before and will be asking COVID related questions.
5. All patients are asked to notify us and reschedule if you have a cough, runny nose, & fever the morning of their appt.
6. Our doors are still locked to try to control the amount of people entering the facility.
7. When you walk up to the door, we will greet you at the door and obtain your temperature and sanitize your hands.
Note: 99.2 temps will need to be rescheduled.
8. **All patients need to wear masks while entering the office, we will be wearing ours.**
9. All patients will be scheduled in appropriate increments to allow for proper sanitation in b/w patients.
10. We are asking that the patient enters the office with 1 parent/caretaker and ask that siblings or spouses stay home with the other parent/caretaker. The amount of people in the office will be limited to 10, even after the Shelter in Place is lifted and will change according to direction of CDC and the Government officials.
11. We are still adhering to social distancing guidelines to the best of an eyecare facility's ability.
12. We are still offering curbside eyeglass and contact lens pick ups
13. You can still order contact lenses and have complimentary delivery to your home or workplace.

We look forward to interacting and seeing your smiling faces very soon, even if it is hidden behind a mask 😊

Sincerely,

Dr. Shim & staff