

April 24, 2020

Valued Patient:

We are excited to be welcoming everyone back to our office. This last month has been interesting to say the least. As a team we have spent time working on trainings, deep cleaning, providing emergency care and preparing for the reopening of our practice. Eyecare Center of Ken Caryl prides itself on providing quality personalized. We will be operating with additional precautions and procedural changes to keep everyone safe.

These changes will begin prior to your appointment. A staff member will reach out to you and conduct a prescreening for COVID-19 symptoms and risks. They will also be able to lay out what to expect when you are in our office. The changes in office aim to decrease exposure for everyone. To increase efficiency and decrease the amount of time in our office, we suggest you complete your paperwork and bring it in to your appointment. Please watch your text messages as you may get a link from us to fill out paperwork before your appointment. **We are requiring patients to wear face coverings to their appointment. Additionally, no guests will be allowed into the office for an appointment except for one parent/guardian per minor patient.**

When you arrive for your visit, you will notice the door is propped open and there is an "X" on the ground where we will ask you to stand for an initial screening. If you have a fever, have experienced upper respiratory symptoms within the last two weeks, or have been in contact with someone with the upper respiratory symptoms, we will ask you to return home and reschedule. Once you have been cleared, a team member will take you to wash your hands. They will then take you to a table in our optical for you to complete necessary paperwork and wait to be taken back for your appointment. Our optical looks very different these days; we have less seating and no drinks or snacks. We ask you to wait at the table to increase social distancing. It may be tempting to look at frames at this point, but please wait for a team member to help you with this later in your visit. We appreciate everyone's support and honesty.

Once you are taken into the back for your appointment, it may seem very similar to past visits. However, you may notice, weather permitting, open windows to increase airflow. When you are ready to explore frame options, a team member will help you. We are hand washing all frames that are touched so it is critical we control the movement of frames in our optical. All checkouts will also occur at the optical tables. Additionally, we are moving to being cashless to decrease cross contamination.

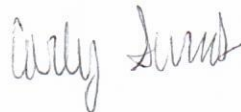
When you place in order with us, we will text you when your product is ready to pick up. We are currently doing curbside pickup. We ask you to call our office 303.973.6333 when you are in the parking lot, and we will bring out your purchased products.

In general, the office is undergoing extra cleaning and disinfecting of surfaces. As a team, we review these policies and procedures at least once a week to ensure compliance. We want to create a safe environment for all patients and team members. We do recognize these changes can feel harsh and cold compared to our regular atmosphere. Thank you for your continued support of our small local business during this crazy time. We have missed our patients dearly.

Sincerely,

 Bill Smith, O.D.

The Team at Eyecare Center of Ken Caryl

 Carly Smith

 Jamie Burr

 Nathan Galt