

EYE HEALTH SERVICES

To Our Valued Patients,

We, at Eye Health Services, recognize that the COVID-19 outbreak has created significant hardship to those in the community. We are committed to your safety and to doing our part to address this global pandemic. We are equally committed to continuing to provide eye care to all those who are in need of our services.

In accordance with guidelines set forth by the state of Massachusetts and the American Academy of Ophthalmology we have made the following adjustments:

- All elective surgery has been postponed. For those who have been affected, we are committed to rescheduling your procedure as soon as it is safe to do so. We will be adding additional surgical time as soon as we are able to do so.
- All routine visits, and those who are at highest risk, will be asked to reschedule their appointments. Upon resuming normal operations, we plan to increase capacity to accommodate all those who have been impacted.
- Urgent visits include symptoms such as sudden changes in vision, pain or significant redness. Our call center is trained to identify those who should be seen promptly.
- We will consolidate clinical care to fewer offices and limited hours of operation. We are also practicing “social/physical distancing” to minimize risk to staff and patients.
- We are rolling out telemedicine tools which will allow us to conduct virtual exams remotely via secure messaging and video and audio conferencing.
- Our optical shops will operate in a reduced capacity. We will continue to dispense existing orders and make emergency repairs. We will suspend routine sales.

We will continue to provide care for active medical issues and for all emergencies. Our staff will be available to answer your calls. For those who will be seen in the office:

- We will be actively screening for fever, cough, shortness of breath, or recent travel history. Anyone with a positive response will be asked to reschedule.
- After each patient is seen, all surfaces in the exam room are thoroughly cleaned. The reception areas and waiting rooms will be thoroughly cleaned at higher frequencies.

This is a highly fluid situation. We will continue to make adjustments as information becomes available. In the meantime, we recognize that there will be some disorder as we make these changes. We appreciate your patience and apologize for any inconvenience. We look forward to transitioning back to normal operations as soon as it is safe to do so.

Sincerely,
Eye Health Services