

Good morning (**Insert Patient Name**),

Everyone here at (**Insert Practice Name**) appreciates your support and understanding to prevent the spread of COVID-19 to our friends and family members within our community and country. During these times it is critical that we preserve our Emergency Rooms for conditions that are best managed there. To uphold our oath to our patients and community, we are seeing emergency patients during this time. Today we wanted to take a moment to update you on the status of emergency eye care during these difficult times, as our doctors will continue to see patients needing medical and emergency eye examinations.

What is an example of an eye emergency?

- Trauma to the eye
- Red eye
- Painful eye
- Flashes of light,
- Floaters in vision,
- Strange or sudden changes in vision
- Monitoring of a condition

We are here to help you and stay committed to offering you the best care possible with convenient access. For now, coming in to see us may not be possible, but we can still see and help you through telehealth examinations (**Insert Link**). If you're not sure what your specific needs are, feel free to call or email us at (**Insert Phone Number**) or (**Insert Email Address**) and we can talk you through it!

Insert Information about your patient portal if you have one.

If you are running low on contacts due to the mandatory rescheduling of routine examinations, please let our staff know as our doctors have pre-approved to extend your prescription due to the unforeseen circumstances. Although our optical will be closed until further notice, we are currently offering curbside delivery to reduce the traffic and exposure through the office. Just call us when you arrive, give us your vehicle description and we'll run your items right out to you.

Taking all these necessary precautions will allow the walk-in clinics and emergency rooms to be available for those affected with COVID-19. We apologize for the inconvenience and appreciate your cooperation in keeping everyone safe and healthy. Please call our office with any questions or concerns, we are always here for you!

Wishing you the best of health,

Social Media Post

Although **(Insert Practice Name)** has temporarily suspended routine examinations due to COVID-19, we are committed to serving the needs of our patients by offering telehealth appointments. You may reach our office to schedule your virtual appointment at **(Insert Phone Number)** or **(Insert Email Address)**. Also, remember you can still pick up your glasses and contacts through curbside delivery. Just call when you arrive, give us your vehicle description and we'll run your items right out to you. Our staff and doctors are dedicated to serving you to the best of our ability. Most importantly, stay healthy and stay safe!