

Dear Patients,

In compliance with guidelines and requirements of the CDC (Center for Disease Control and Prevention), Vision Care will be closing our doors *temporarily* after 8:00 pm tomorrow, March 19th. We will be closed for at least two weeks, but please understand that that timeframe may have to be extended by the CDC. As a result of this uncertainty, we are not rescheduling patients at this time, but will immediately notify you when we can resume regular appointments.

We will continue to update our website at www.visioncarepsc.com with pertinent information that will benefit you. Any further questions can be emailed to info@visioncarepsc.com or you may call our office at (606) 348-3355.

The following may address some of the immediate questions you may have:

I have an appointment coming up, what now?

We are working diligently to get in touch with patients who have appointments over the coming weeks. If you have an urgent need, broken glasses, no contacts, red eye/emergency visit, let us know that and we will do everything we can to work you in prior to our closure without putting anyone in harm's way (we are committed to trying to ensure social distancing is enforced in all ways possible). However, please really consider how important it is that you are seen. If the appointment can be delayed, you have backup glasses, etc., please help us ensure that those with very urgent needs can be seen within these next couple of days and let us know that we can reschedule you when we get back into the office.

I have glasses or contacts there at the office - can I pick them up?

Yes! Again, we will be open until 8 pm on Thursday, March 19th. However, we are asking that rather than coming right into the office that you call us when you get here, and we will text or call you back when we are ready for you. We are logging patients in and out and will keep patients in order, but we, again, want to adhere to social distancing guidelines and are trying to keep the volume of patients in the office at one time to a minimum. We hope we can take care of patients very efficiently and have a plan to assist us with this, but we expect patient phone call and visit volume to be high, so we ask that you be as patient with us as possible and know that we are committed to taking care of you and all of our patients.

I need to order contacts, what now?

We can still help you with this and will address any concerns you have. Please text our office phone number, (606) 348-3355, which is a secure text line, or email contactlenses@visioncarepsc.com and we will make every effort to meet your needs and concerns and we will take care of you! You can also call us at (606) 348-3355 through 3/19 at 8:00pm.

What happens if I have an eye emergency?

We are working on the option of telehealth visits per the recommendations of the CDC, but realize we there are just some things you can't do through a screen and in that case will arrange to meet you in our office if at all possible. In most cases, your medical insurance will cover urgent and/or medical related visits. Please call us at (606) 307-2732 if you have an eye emergency and we will do our best to help you. If you get our voicemail, please leave us a message **and** text (606) 348-3355, which is a secure text line.

My question is not answered above, where can I get answers?

You can text to the same number you call us at regularly (606-348-3355) as it is set up as a secure text line as well. You can reach out to us over email at info@visioncarepsc.com. Please check us out on Facebook as we will continue to push out updates over social media. However, keep in mind that Facebook Messenger is not secure and therefore we recommend you contact us over email and text to our office line for greater security.

Again, we know all of us have questions and concerns as we continue through this uncertain time. If you have questions or needs that are not urgent, we do ask that you wait until we are able to reopen so we can ensure urgent needs are able to be addressed.

We appreciate you and we look forward to reopening soon so we can see you again!

A handwritten signature in blue ink, appearing to read "Emily Hesse", with a long, sweeping horizontal line extending to the right.

Emily Hesse