

Dear patients,

Our office is carefully assessing the needs of our patients, and we are modifying our policies to slow the transmission of the Coronavirus Pandemic through our community while still being available to handle your eye care needs.

Please be assured that we are available to treat all urgent and emergent issues that you may have. Please remain alert to the ever-changing recommendations originating from the CDC regarding the current crisis.

We are actively rescheduling elective and routine care. We will continue to have staff available for product orders, pickups, and phone calls. We will be limiting the number of people in the office at one time. We ask that you not bring along others unless absolutely necessary, i.e., for transportation. We are anticipating the return of routine eye care visits late next week.

If you will need a supply of contact lenses in the next two or three months, we are recommending that you order them now. We are extending contact lens prescriptions on a case-by-case basis for up to six months without an evaluation. We will have a link to our webstore. Our distributor will deliver to your home with free shipping for orders of two boxes or more.

If you need to replace glasses or need an extension on your glasses prescription, please contact us, and we will assist you in getting a pair of glasses until you can come in for a visit. For those of you who have recently ordered glasses or contacts and have been notified that they are ready to be picked up, we will have a limited number of staff members in the office including an optician for your convenience. We are still receiving deliveries from frame, lab, and contact lens companies so hopefully this won't delay your existing orders.

If you are running out of a prescribed medication, please contact us and we can transmit a refill electronically to your pharmacy.

For ocular emergencies, we are, as always, available to help you at any time.

What is an eye emergency? Usually a sudden onset of:

- Loss of vision or peripheral (side) vision.
- Pain in or around the eye—especially if there is pain on eye movement.
- Flashes of light (could be like lightning strikes) or a floaters.
- Red or pink eye.
- Double vision.
- Injury to the eye and the area around it, including chemicals

Our office does not participate in telemedicine. Dr. John and / or Dr. Lisa Bowen will be available to see you in the case of emergencies.

Thank you for your understanding during these difficult times as we look to protect your health and the health of our staff and their families.

With sincerest wishes for your continued good health,

Drs. John and Lisa Bowen and the entire staff at Bowen Eye Care

