

Dear Valued Patient,

We hope this letter finds you and your family in good health. While so much has changed over these last few months, we remain committed to the safety of our patients, our staff, and our community. We have consulted guidelines from the CDC and the American Optometric Association in order to recreate an environment for you to be safe and comfortable and where you will continue to receive the friendly service you have been accustomed to in both our Bay Village and Westlake offices. We would like to take this opportunity to let you know what to expect at your next visit.

First, we are managing appointments to allow for social distancing between patients and to allow extra cleaning time of the exam rooms, equipment, and other common areas. We ask that the appointment be limited to the patient and one caregiver if needed. Appointments for eye exams, contact lens delivery, glasses dispensing and adjustments can be made by calling (440) 871-1139 for the Bay Village office or (440) 455-1160 for the Westlake office.

Second, you will notice our staff will be wearing masks and we respectfully request that you wear a mask in the building also. If you do not have a mask, we will provide one for you. You will see us being diligent with hand washing and will invite you to cleanse your hands as well. We also request that if you have a cough, fever, or symptoms of respiratory infection, or have recently traveled, or have been around anyone who has contracted the coronavirus, you allow us to reschedule the appointment.

Third, when you arrive at the office, our front door may be locked. Please call the office from your vehicle upon arrival for a pre – exam interview with one of our trained technicians to minimize your in-office time. The technician will ask you questions about your reason for visit and review your medical history and confirm your insurance information. Next, we will invite you directly in to an exam room where the technician will do preliminary testing and check your temperature before the doctor comes in to complete the exam. Our experienced opticians will be available to help you select the perfect pair of glasses which will be sanitized throughout the day.

As an extra effort to keep you safe and to improve your overall experience in our offices, we now offer an option to mail contact lenses directly to your home and to make payments through our website at [www.drkellyod.com](http://www.drkellyod.com).

Thank you for your loyalty and your continued trust and we looking forward to seeing you soon.

Sincerely,

Your eye care team

Dr. Thomas Kelly, OD

Dr. Karen Frombach, OD

Dr. Diana Overberger, OD