



March 19, 2020

To Our Valued Patients,

Based on the latest CDC guidelines on the COVID-19 virus; they are asking all dental and eye care practices to reschedule all “routine” exams to a later date. As a highly medically oriented office, most of our patient visits would not be considered “routine” and many of our patients are over the age of 60 which is considered higher risk.

We feel obligated to balance the health and visual welfare of our patients along with the health and safety of our employees. **Effective Monday March 23<sup>rd</sup>**, our offices will be following the CDC guidelines and we hope you will be understanding of the situation and know that we continue to be **available 24/7 for emergency medical eye care**.

Beginning Monday March 23<sup>rd</sup>, our office hours will change to **8am to 5pm Monday -Friday (Tuesday 9-5) only**. We will not have Saturday hours until further notice.

As a leading health care office, it is critical for us to take the highest care of our patients' health. It is also very important that we continue to do so as best we can in a healthy and safe environment for our patients and team members.

**All upcoming appointments** will be reviewed by your doctor and evaluated as to whether the appointment should be maintained or postponed until after April 20, 2020. If your doctor feels your appointment should be rescheduled, you will receive a call from a staff member to ensure that you don't have any significant changes in vision, eye or systemic health that would warrant maintaining your appointment. If not, we will place you on a call list for the first available appointment after April 20<sup>th</sup>, hoping that we will receive the all clear by the CDC.

If you have an upcoming appointment, we are implementing several measures to ensure proper social distancing in the office. We will be confirming all appointments one to two days prior by phone, rather than text and **you will be asked the following questions at the confirmation call and upon arrival at your appointment:**

- Are you immune compromised?
- Have you traveled to Chicago, out of state, or any areas with known COVID-19 in the last 14 days?
- Have you had a fever, cough, or shortness of breath in the last 14 days?
- Have you been around anyone with known COVID-19?

**IF YOU ANSWER YES TO ANY OF THE ABOVE, THE TECHNICIAN WILL CONSULT WITH YOUR DOCTOR TO DECIDE WHETHER YOU SHOULD MAINTAIN YOUR APPOINTMENT**

To maintain proper social distancing, we are implementing several additional measures to ensure the safety of our patients and team members.

**Effective Monday March 23<sup>rd</sup> all office doors will be locked, and we ask that when you arrive for your appointment you call or text (Galesburg only) the office and we will advise when it is time to enter the office.**

Galesburg	309-343-1179	Call or Text
Galva	309-932-3615	Call only
Monmouth	309-734-3108	Call only

**Before entering the office**, we will ask you the previous questions, and like our team members, **we will require your temperature to be taken.** Anyone with a fever over 99 will be asked to return to their car and your doctor will make a decision whether to have you enter, or if they can provide a remote consultation via phone, FaceTime, Skype or other means.

We must limit the number of people in the eyeglass area of the office. Therefore, we are implementing **CURB-SIDE SERVICE** for eyeglass adjustments, repairs, pickups or contact lens pickups. Upon arrival, call or text the office, and based on your needs we will bring you into the office when appropriate or deliver your products and services at your car.

Until further notice, all contact lens orders will be shipped directly to our patients at no additional cost, except for trial contact lenses.

Let us also reassure you we at Kehoe Eye Care & Tri-County Eye Care have always carefully disinfected our equipment before or after each use and repeatedly cleaned our office to maintain a safe and healthy environment. Approximately a year ago we improved our process to use a newer and even higher-grade disinfection process, utilizing Hypochlorous Acid in our Pure & Clean HAND and SURFACE PREP. With this outbreak we have further expanded our office protocols and increased the frequency of cleaning of all patient contact areas. We have also now removed all magazines and other non-essential items from our reception and other patient areas.

Good hygiene is exceptionally important in our office and we will continue to hold our doctors and team members to the highest standard of frequent hand washing with soap and water or using effective hand sanitizers, such as our Pure & Clean Hand Prep.

We encourage each member of our patient family to follow the precautionary measures recommended by the CDC to remain healthy and prevent the spread of any potential germs.

- Practice "Social Distancing" of more than 6 feet whenever possible and certainly avoid close contact with anyone who is sick.
- Frequently wash your hands with soap and water for at least 20 seconds (sing Happy Birthday twice to yourself for timing) or use effective hand sanitizers.
- Clean and disinfect frequently touched objects and surfaces.
- Avoid touching your eyes, nose, and mouth to prevent the spread of germs and you becoming infected.
- Stay home when you have any symptoms or are sick, except to get medical care.
- Cover your cough with a tissue and immediately discard the tissue in the trash.

Be assured there is no evidence that contact lens wearers are more at risk for a coronavirus infection compared to eyeglass wearers. Always wash and dry your hands thoroughly when handling contact lenses. Those who are ill, with cold or flu-like symptoms, should always avoid using contact lenses until they are healthy.

We want to reassure you we are closely monitoring the COVID-19 situation to protect our patients' health. We will also continue to update you as more pertinent information and guidelines are developed. In the meantime, please call if you have any questions or concerns. We are here for you!

Watch for additional updates as days go forward. Be Smart and Stay Healthy!

Your Kehoe Eye Care & Tri-County Eye Care Team

309-343-1179 – Galesburg  
309-734-3108 – Monmouth  
309-932-3615 – Galva

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