



May 20, 2020

Dear Patient,

We hope this letter finds you well. This is certainly a strange time in which we find ourselves. We are excited to announce that we will be reopening our clinic on Monday, June 1. After carefully monitoring the health trends in our area and following both the CDC recommendations as well as the guidelines handed down by our state authorities, we feel confident in our ability to safely reopen.

Things will look a bit different at your next appointment. In addition to our rigorous routine cleaning schedules and standards, we are adopting additional protocols to ensure your safety:

- We are requiring that patients come in by appointment only. Our office staff may reach out to you in advance of your appointment to complete paperwork over the phone in an effort to reduce in-office time. As before, please be prepared to bring any updated identification or proof of insurance information.
- Once you arrive at our office, please call or text to check in (509-882-2650) and remain in your car. We will call you into the building as soon as we can. Our waiting room, however, is still effectively closed.
- If you would like to purchase or pick up an order for corrective lenses, please call ahead and make an appointment.
- We will require that you wear a face mask at all times while inside the clinic.
- Patients may only bring one additional person with them to their appointment.
- Please maintain a 6-foot social distance from others at all times as possible.
- Please note, all surfaces will be disinfected on a scheduled basis throughout the day. All instruments, chairs, and exam lanes will be thoroughly disinfected following each patient. Each pair of frames in our optical section will be disinfected after any patient contact and before being returned to the display.

Additionally, in an effort to reduce the number of people in the building, we will be spacing out our appointments. Thus, we appreciate your patience as we try to schedule all patients who need to be seen.

We have great confidence in our ability to continue to provide excellent vision care as well as protecting the overall health and safety of our community, and we appreciate your partnership! We recognize that everyone will have differing levels of comfort with the current situation and we are working hard to ensure that everyone who visits our clinic feels safe. Call (509)882-2650 to make your appointment today!

We can't wait to see you,
Drs. Cole & Everett