

Dear Patient,

As a valued member of Twin Forks Optometry & Vision Therapy, we appreciate the trust you place in us. [On Tuesday, May 26, our office will be open to serve our patients.](#)

At Twin Forks Optometry & Vision Therapy, we have the right people with the right training, facilities and processes to ensure a healthy environment for everyone at all times. Social distancing techniques and appropriate protective equipment will be in place. Our efforts to provide you the safest and most effective care will be an on-going priority during these rapidly evolving circumstances.

Our office is following all recommended guidance from public health authorities, including best practices for hygiene, infection control and medical professional team health.

We are confident in our ability to continue seeing patients and providing you the best eye care that you have come to expect and deserve!

[So how do I schedule my next appointment in the office?](#)

To schedule your next appointment, please call (631) 740-9384. We will make every effort to ensure this is a smooth and easy experience for you.

[Have additional safety measures been implemented?](#)

We've implemented a COVID-19 specific protocol. This protocol includes instrument disinfection, thorough surface cleaning and exam room sanitizing between patients. Patients will wait in their cars and complete check-in procedures using a cell phone to limit the number of people in office. Our physicians and staff are provided personal protective equipment (PPE). When patients enter the office, we ask that you also utilize PPE equipment as well as cleaning your hands using the provided hand sanitizing station. You'll be asked to wear a mask or at least a homemade covering scarf, or bandana at all times when on the premises.

[Will you be pre-screening patients?](#)

The safety of our patients and communities we serve is our number one priority. Patients will be properly assessed for COVID-19 risks (via phone or in person) prior to being allowed into any clinical areas. Patients will have their temperatures measured and will be required to answer additional COVID-19 specific questions. It will be reinforced numerous times that our offices are not the venue for patients with symptoms consistent with a significant risk of ongoing COVID infection.

[What are the guidelines for office visits?](#)

To help you prepare for your appointment, please keep the following in mind:

- Patients should arrive 15 minutes prior to your appointment time to answer pre-screening questions.**
- Upon arriving, patients call the office and are instructed to wait in their car. Staff will notify the patient when a room is free and will be taken right back.**

- Only the patient is allowed in the office. For children and adult patients who require a caretaker, one adult may accompany the patient.
- Facetime is available if additional parent wants to partake in the examination.
- Door will be locked to limit entrants. Staff members will open the main & office door for patients when letting them into the office.
- Each patient is REQUIRED to utilize hand sanitizer upon entering the office.
- There is NO waiting in the waiting room.

NEW PATIENTS: ALL PAPERWORK MUST BE FILLED OUT ONLINE PRIOR TO YOUR APPOINTMENT VIA INTAKEQ (WE WILL SEND A LINK TO YOUR EMAIL FOR PAPERWORK). AFTER PAPERWORK IS FILLED OUT AND SENT BACK TO US, A TELEHEALTH VISIT WILL BE PERFORMED OVER THE TELEPHONE PRIOR TO YOUR APPOINTMENT TO DISCUSS CASE HISTORY TO LIMIT THE AMOUNT OF TIME SPENT IN OFFICE.

[Are you still offering virtual visits?](#)

Yes, Twin Forks Optometry & Vision Therapy will still be offering virtual visits for those patients who do not feel comfortable in the clinical setting. Our doctors will be able to discuss your symptoms and determine the most appropriate treatment plan, including recommending an in-office visit when necessary. But in our specialties, the quality of the medicine is distinctly superior when a patient is seen in the office.

Our highest priority is to keep all our patients and staff as safe as possible.

If you have any questions about this notification or your upcoming appointment, please call (631) 740-9384.

Thank you for giving us the opportunity to serve you and your loved ones!

We are here for you and hope you remain safe and healthy.

Sincerely,

The Doctors & Staff of Twin Forks Optometry

