



COVID-19

The doctors and staff at Insights Optical are thrilled to announce that Governor Holcomb has lifted the restriction on routine eye care. As a result, we have resumed routine eye exams as well as non-emergency appointments. As we do this, we will be strictly following all CDC and state health guidelines, as well as guidelines from the American Optometric Association. As always, the health of our patients and staff remains a top priority.

Here is what we are doing to protect both our patients and our staff:

➤ **Check-in:** You will call the office when you arrive to check-in, rather than checking in at the front desk (our front door will remain locked). We also ask that you complete all necessary paperwork prior to arrival.

➤ **Safety precautions:**

1. Our entire staff will be wearing masks, and we are requiring patients to wear one as well (if you do not have access to one, we have one for you!)
2. We have created a "Sanitation Station" at our entrance, we ask that you sanitize hands prior to entering office.
3. Anyone entering the office must have their temperature taken prior to entering, this includes doctors, staff, and patients.
4. We are spacing out all eye exams in an effort to limit the number of people in our office at one time.
5. **We are not allowing walk-ins**, if you are wanting to place an order and/or look at our frames and you do not have scheduled eye exam, please call our office to schedule an appointment to come in.

➤ **Cleaning Procedures:** We have cleaned and sanitized ALL frames in our inventory, as well as implementing a new process for frame selection to ensure that every frame you try on is clean. After you try on a pair of frames, we will separate and disinfect each frame prior to putting them back on display.

➤ **Eyewear Orders & Contact Lens Delivery:** We are scheduling appointments for those who may need to pick up glasses or need adjustments or repairs. For contact lens orders, we will be shipping these directly to you at no cost. We ask that you call when you arrive at our office and one of our staff members will give you further instructions.

➤ **What we're requesting of you:** Please come to your scheduled appointment alone, whenever possible. If you have a caregiver or require special accommodations, please contact our office so we can prepare. If you have experienced any symptoms of COVID-19 or have been sick within 2 weeks of your appointment, we ask that you reschedule your appointment for a later date.

If you have any questions or concerns, please call our office and we'll be happy to assist you.

We look forward to seeing you all again!

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