

Thank you for Trusting Us with Your Eyecare!

During this unprecedented time, we do not take protecting our patients and staff lightly. Therefore, we have implemented the following policies.

Please fully read the following of what you can expect at our office during your visit



To Limit the number of patients in the office:

- We are making appointments for all exams and dispensings
- We are providing curbside pickup of products for anyone not wanting to enter the office.
- We prefer only the patient come to the office for an appointment but when needed each patient may have one guest.
- Patients arriving late for their appointment will be rescheduled.

To Limit the amount of time you need to spend in the office:

- All patients need to complete or update their personal and medical information at least 2 days before their appointment through our website www.Coastalvisioncare.com, patient portal page. Your username was sent in an email and the password is meant to be reset by you. Please check your spam folder after resetting your password. Please call or email us if you have any difficulty.
- Please have your current insurance cards and identification ready at check in

To Protect You, Other Patients and Our Staff:

- All patients and guests will need to wear a mask over their mouth and nose
 - (no valved masks or gators permitted)
- Please read the COVID-19 questionnaire below. If you answer yes to any of the questions, please call us immediately to reschedule your appointment.
 - Within the last 14 days have you experienced Fever, Cough, Shortness of breath or Difficulty Breathing, Chills, Muscle Pain, Sore Throat, New loss of Taste or Smell.
 - Have you or a member of your household had close contact with someone or cared for someone diagnosed with COVID-19 or is a presumed case within the last 14 days?
 - Have you or a member of your household been asked or required to quarantine based on contact with a person who has a confirmed or presumptive positive COVID-19 test result or diagnosis, or have been asked to quarantine?
 - Have you tested positive to COVID-19 in the last 21 days?
- We have sanitizer throughout the office for you to use as needed

We have reduced the amount of patients we see during a day to keep everyone safe. Therefore, please give 48 hours notice if you need to reschedule in order for us to allow your appointment time to be given to someone else. No show fees will be charged for any cancellations or no shows without 24 hours notice.

Thank you for your help in keeping everyone safe and know you can always trust us to do what is best to protect your health and vision! Please call or email or staff with any questions, 321-724-2020 or coastalvisioncare.com.

Drs. Heather and Kevin Sorensen