

Announcement from Windward Vision Center



Dear Patients,

We hope you and your families are safe and taking care of yourselves. We have missed seeing you in the weeks since the COVID19 crisis forced us to temporarily close.

After careful deliberation, we will be resuming regular patient care. While many things in our lives have changed over the last few weeks, be assured that one thing has remained the same: our commitment to your health.

Therefore, you may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

1. Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office. We will be sending you a COVID 19 [Wellness Form](#) and if you are experiencing any of these symptoms: Influenza-Like Illness (ILI) (fever, cough, chills), low grade fever = 99.5 F or greater, or subjective fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, complaint of acute loss of smell or taste, we will require that you to reschedule your appointment.
2. We are asking that patients fill out our forms at home or online.
 - Link to our website where you can find our [Patient Forms Online](#).
3. In order to decrease the time spent at our front desk, before you arrive, please text or email wvc@windwardvision.com a picture of your ID and insurance card, and we will verify your insurance eligibility.

4. To ensure safe social distancing, there will be a limit to the number of people that we are allowing in our office, so we are asking that you come to your appointment by yourself (with the exception of minors and those who need a caregiver)
5. Before your appointment, we will call you so that we can perform parts of your exam over the phone, like verifying your patient information, reason for visit, and any changes in your health history, in order to minimize time spent in the office.
6. When you arrive at our office, please call, knock or wave to let us know you are here. A staff member will greet you and provide further instruction.
7. In accordance with Hawaii and Honolulu governmental recommendations, face coverings/masks will be required for all who enter the office.
8. We will be measuring your temperature and having you sanitize your hands upon entry (you may use your own sanitizer if you prefer)
9. You will notice that we have modified our office per safety health and safety recommendations, so reading materials, brochures, and most of our seating have all been removed.
10. Appointments will be managed to allow for social distancing between patients. We will do our best to accommodate your appointment requests, but we do ask for your patience.
11. We are scheduling greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
12. In order to allow for social distancing in our office, we are asking that all patients schedule appointments to pick up glasses, contacts or to select and order glasses.
13. We have added a new feature to our website, a Frame Gallery where you may virtually try on frames before you come to our office.
14. We encourage contactless or tap-and-go payment with Apple pay, Google Wallet, Text-to-Pay etc.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. To make an appointment, please call our office at (808) 235-6641 Kaneohe or (808) 262-8107 Kailua.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Windward Vision Center