



OFFICE ACTION PLAN A PLAN FOR COVID-19 CLOSURE



Dr. Rita Ellent
The Gardens Eye Care

As of Tuesday evening, March 17th, the CDC has recommended that all routine eye care be deferred until further notice, in order to slow the transmission of COVID-19 through our community.

Please be assured that we are still available to triage all urgent and emergent issues as well as help you with routine matters during this challenging time.

What does this mean?

ANNUAL EXAMS

If you are scheduled for an annual eye examination we will tentatively reschedule you after May 1st.

TELEHEALTH NOW AVAILABLE

Avoid the emergency room. We are now offering Virtual In-Home Eye Exams with Dr. Ellent. To get started, just click any APPOINTMENTS button on this website or email us with your request at info@thegardenseyecare.com and we will schedule a safe, secure and effective virtual medical eye care visit for many eye problems including:

- Eyelid Bumps
- Eye Redness
- Itchy Eyes
- Scratched Eye
- Eye Infections
- Contact Lens Related Problems

Telemedicine by  **Doxy.me**

Medicare and many other insurance companies now allow for reimbursement of virtual medical care costs.

NEEDING CONTACT LENSES OR EYEGLASSES NOW (OR SOON)

You can continue to order contact lenses and we will ship them directly to your home. If you need to replace eyeglasses or contact lenses and need an extension on your prescription, please contact us and we will assist you in obtaining these prescriptions until you can come in for a visit. Need an emergency pair of glasses? Simply email us at info@thegardenseyecare.com. For all recent optical orders, we are open for limited hours during the week to process lab orders as they arrive. Once ready we will contact you and arrange for delivery to your home. We will then schedule a Virtual Dispensing appointment to make sure your new spectacles are fitting you just right.

MEDICATION REFILL

If you are running out of a medication please contact us at info@thegardenseyecare.com and we can transmit a refill electronically to your pharmacy.

EYE EMERGENCIES

It is critical we continue to support our healthcare community so patient with emergency conditions do not stretch the capacity of our hospitals during this national pandemic. If you have an ocular emergency we are, as always, available to help you at any time. Call (718) 480-1050 and wait for instructions at the end of the message or email us at info@thegardenseyecare.com. Dr. Ellent will try her best to meet you in the office whenever possible. If not we will direct you to the nearest eye emergency facility.

- During this period of social distancing and quarantine, we must all do our part by restricting activities outside the home except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis.
- Please remember that 80% of COVID-19 cases are mild and resolve within a week. However, if you feel your symptoms are worsening, call ahead before visiting your doctor's office or emergency department and tell them you have or may have COVID-19. This will help the office protect themselves and other patients.
- The CDC has many wonderful resources. Arming yourself and your family with clear information will help you avoid undue stress.

<https://www.cdc.gov/coron.../2019-ncov/prepare/prevention.html>

<https://www.cdc.gov/.../.../prepare/managing-stress-anxiety.html>

We will keep you updated on our office status through email, our website and social media outlets.

We are making every effort to protect our staff, our patients, and our community. Despite the financial and emotional hardships this will cause, we ask every one of you to do the same. We appreciate everyone's support and encourage communities, families and friends to take time to come together, stay healthy, positive and optimistic. Together we will weather this storm.

With sincerest wishes for your continued good health we remain at your service,

Rita Ellent, OD, FAAO

Dmitry Belenky, MA, LMHC

Natalie Wilson, Lic Optician