

Thank you for scheduling your recent appointment at Today's Vision Katy, where we thrive to provide excellent eye care, unparalleled customer service, the latest technology in contact lenses and lens designs, and our fashionable selection of eyewear.

Due to COVID-19 we have made the following changes to our protocol:

- 1. All patients and guests are required to wear a mask in our office.**
 - a. If you're not feeling well, running a fever, or have been in recent contact with a COVID patient please let us know and we will reschedule your appointment.
- 2. Please fill out all necessary paperwork prior to arriving for your appointment.**
 - a. If you're not able to fill out your paperwork online please arrive 10-15 minutes prior to your appointment to do so.
- 3. Please bring a valid ID, medical insurance card and any other additional materials to your appointment.**
 - a. Additional materials include: current list of medications, previous eyewear or contact lens boxes, and any forms that you need to doctor to fill out (DPS, school/work, etc.).
 - b. If additional forms are needed to be filled out at a later date, please email us (tvkoptometry@gmail.com) or fax (281-828-2022) and we will respond promptly.
- 4. Please confirm your appointment at least 24 hours prior to your appointment.**
 - a. We will call or send a text reminder the day before your appointment, but please let us know as soon as possible if you need to reschedule.
 - b. If we do not hear from you at least 24 hours prior to your appointment, our system will automatically cancel the appointment and a \$30 cancellation fee will be added to your account.
 - c. Patients that have missed 2 or more appointments will only be seen as a walk-in, if our schedule is open at that time.
- 5. Our office requires a wide field retinal scan for all eye exams; *Optomap Screening*.**
 - a. The copay for the Optomap varies between \$0 to \$39, depending on your vision insurance benefits and in addition to your regular exam copay.
 - b. Patients of age 55+ and/or have personal or family history of ocular or medical issues such as blindness, diabetes, macular degeneration, Plaquenil or Hydroxychloroquine users are highly encouraged to do an additional scan; iWellness OCT.
 - i. The iWellness OCT can be packaged with the Optomap with an *additional \$30 copay*.
 - c. Our doctors will discuss if any abnormalities are found with either scan during the eye exam, and if any additional follow-up or treatment is recommended.
- 6. Glasses and/or contact lens prescriptions are available via printed hard copy or electronically through our online portal.**
 - a. Please call or text our office number (281-828-2020) if copies are needed at a later date.
- 7. Upon arrival, please wait in your vehicle and give us a call for check-in.**
 - a. We will let you know when we are ready to see you in the office!

If you have any concerns about your appointment or eyes, please let us know prior or during your appointment. If you need any special assistance or extra time, please let us know prior to your appointment and we will be happy to accommodate.

We hope you have an excellent experience with us at Today's Vision Katy!

