

# Coronavirus/COVID-19

## REOPENING OPTICAL SERVICES

Your health and safety are always our top priority. To protect yourself and your loved ones, please join Kaiser Permanente Optical Centers in supporting in-place social distancing measures.

### When will in-person services be available?

Beginning **June 1, 2020**, our optical staff are seeing patients referred from the optometry department. We will also schedule appointments for other in-person services.

For more information on common issues, please check the frequently asked questions below or visit [kp2020.org](https://kp2020.org).

### What in-person services are available?



Beginning **June 1, 2020**, the following services will be **available by appointment only**:

- Contact lens fitting appointments
- Eyeglass fittings, adjustments, and repairs
- Shopping for glasses
- Picking up eyeglasses or contacts (all orders will be shipped directly to you)

### Please take note of additional protocols in place for your health and safety during in-person appointments.



#### What to expect:

- There will be a temperature and triage screening when you arrive at the center.
- Greeters will escort you to a safe-distance waiting area. If you prefer to wait in your vehicle, then we'll call or text you when it's your turn to receive service.
- Our employees will wear personal protective equipment and comply with CDC and Kaiser Permanente disinfection practices.
- All services will be scheduled by appointment. If you come to a center without an appointment, your services may be deferred to a later date.
- Opticians will guide you through a personalized frame selection process to ensure a minimal-touch experience that protects your safety.



#### What we ask:

- Please wear a mask during the entire length of your visit. The mask should cover your nose and mouth completely.
- If you feel unwell or have a temperature above 100°F, please reschedule your appointment to a day when you are feeling better.
- You may be accompanied by one guest, who must be serving an urgent need such as translation or authorized decision-making. Your guest may be asked to wait in the safe-distance waiting area.
- Please be patient with us. Many of the practices we've put into place are to ensure your safety and prioritize infection prevention and social distancing measures. They require extra time from our team.



## Frequently asked questions

### How do I pick up an order I already placed?

If you've recently placed an eyeglass or contact lens order for pickup in an Optical Center, your order will automatically be shipped to your current address on file.

### What if I need to return or exchange my glasses?

The 30-Day Total Satisfaction Guarantee will be extended for 30 days after we resume normal hours of operation, and the 90-Day Prescription Guarantee will be extended for 90 days after we resume normal hours of operation. Call **703-359-7878** to schedule an appointment for in-person returns and exchanges.

### What if I'm having trouble seeing with my new glasses?

Keep in mind that getting comfortable with a new pair of glasses, especially one with a new prescription, will take a few days.

First-time progressive (i.e., no-line bifocals) wearers may need to practice these tips while wearing their new glasses for their vision to feel natural:

- **Distance:** Keep your eyes centered in the glasses when looking in the distance. Move your entire head when trying to focus on a specific point in the distance. Don't just move your eyes without turning your head—point your nose toward the object you're looking at.
- **Reading:** Lower your gaze straight down to read. And try dropping your eyes down (not your head).

If you're still not seeing clearly with your glasses, call **703-359-7878** to make an in-person appointment.

### How do I order contact lenses?

You can always order online at [kp2020.org](https://kp2020.org) and get shipping at no charge, or call **703-359-7878**.

### What if my contact lens prescription has expired?

If you need to order contact lenses and your prescription has expired, call **703-359-7878**.

### What if my contact lens prescription has not been finalized?

Call **703-359-7878** if:

- Your contact lens prescription has not been finalized by an optometrist and you need to order contacts.
- You are currently in the fitting process for contact lenses and have an urgent need for contacts. We will extend the fitting period 120 days from when we resume normal hours of operation.

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Kaiser Permanente members typically have coverage for medically necessary eye examinations, and some members, including those members with the pediatric vision benefit under their Affordable Care Act plan, may be able to apply a supplemental benefit to their purchases. Otherwise, the services and products described here are provided on a fee-for-service basis, separate from and not covered under your health plan benefits, and you are financially responsible to pay for them. For specific information about your covered health plan benefits, please see your *Evidence of Coverage*.

[kp2020.org](https://kp2020.org)