

COVID-19: Optical Services is open to meet your vision needs

As our communities move into new phases of re-opening, our Kaiser Permanente Optical Centers are as well. With your health and safety as top priorities, we are open for in-person optical services including frame shopping and adjustments.

Book an exam [online](#) or call 866-454-8855.

Call your [Optical Center](#) to make an appointment for glasses and contacts.

> WHAT TO EXPECT WHEN YOU VISIT OPTICAL SERVICES FOR GLASSES & CONTACTS

To keep us all healthy, we ask that you:

- Make an appointment
- Wear a mask if required by the county
- Check in with a team member upon arrival
- Stay 6ft from other members
- Not bring others to your appointment
- Wait to be assisted to shop for frames

Here's what we're doing to keep us all safe:

- Wearing masks
- Sanitizing frames immediately after try-on
- Sanitizing workstations after we help you
- Using sneeze guards on tools and at registration

EYEGASSES

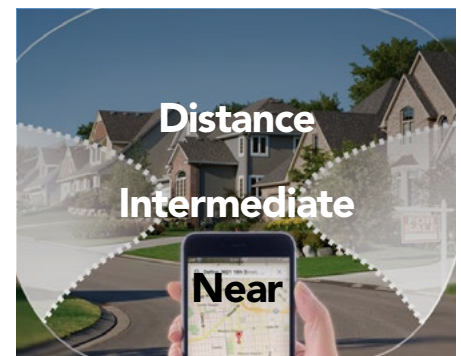
> WHAT IF I NEED TO RETURN OR EXCHANGE MY GLASSES?

For those affected, the 30-Day Total Satisfaction Guarantee will be extended for 30 days and the 90-Day Prescription Guarantee will be extended for 90 days after we resume normal hours of operation. If you need to exchange or return your glasses, please call your [Optical Center](#).

> I'M HAVING TROUBLE SEEING WITH MY NEW GLASSES.

Keep in mind that getting comfortable with a new pair, 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. Do not drop your head down, just drop your eyes down. If you're still not seeing clearly with your glasses, call your [Optical Center](#).



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> HOW DO I CLEAN MY GLASSES SO THEY'RE SAFE TO WEAR?

Gently apply mild, lotion-free soap to your glasses with your fingertips. Rub for at least 30 seconds and rinse thoroughly with warm water. Dry with a clean cotton towel or micro-fiber lens cloth. Avoid drying with paper products such as paper towels. You can also use lens cleaner for the lenses. Avoid harmful cleaners like rubbing alcohol or window glass cleaner.

CONTACT LENSES

> IS IT SAFE TO WEAR MY CONTACT LENSES DURING THE COVID-19 OUTBREAK?

While no evidence exists to suggest contact lens wearers are more at risk for acquiring COVID-19, contact lens wearers do touch their face and eyes when inserting and removing their contacts. Touching your eyes can be a risk factor for viral infection if proper hand hygiene procedures are not followed. Glasses can provide a barrier to stop you from rubbing or touching your eyes as well as potentially protecting against droplets splashing into the eyes.

> HOW DO I CARE FOR MY CONTACTS SO THEY'RE SAFE TO WEAR?

Wash your hands for at least 20 seconds before insertion or removal. Avoid using hand sanitizer, which can burn your eyes. Properly clean your lenses. Rub and rinse your contact lenses with contact lens disinfecting solution. Clean your contact lens case daily by rubbing and rinsing it with contact lens solution. Follow the wear schedule for your lenses (e.g., daily wear lenses should be disposed of daily). Don't wear your contacts if you're sick. If you feel ill with cold or flu-like symptoms, stop wearing your contacts.

> HOW DO I ORDER CONTACT LENSES?

You can always order online at kp2020.org, apply your optical benefit if available, and get shipping at no charge. You can also order contacts by calling your [Optical Center](#).

> WHAT IF MY CONTACT LENS PRESCRIPTION HAS EXPIRED?

If you need to order contact lenses and your prescription has expired, call your [Optical Center](#).

> WHAT IF MY CONTACT LENS PRESCRIPTION HAS NOT BEEN FINALIZED?

Call your [Optical Center](#) if:

- Your prescription has not been finalized by an Optometrist and you need to order contacts.
- You are currently being fitted 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.

EMAIL US

For your additional questions, [email us](#).

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. 7/13/2020 J