Dear <Salutation> <First Name> <Last Name>,

During this unprecedented time with the spread of the coronavirus (COVID-19), we want to assure you, and your families, that your safety and eye health remain our priority.

Understandably, you may feel anxious attending your regular clinic appointments but please know that our clinic follows strict guidelines in order to minimize your risk of exposure whilst taking into consideration your vision health needs.

Based on the most recent clinical recommendations, we will only undertake the most crucial of eye care services to address our patients with most urgent of eye health needs; therefore, the following practices have been implemented:

**How we have adapted our clinic practice**

* To maintain the principles of social distancing in our clinic we will be significantly reducing our daily patient attendence.
* In order to achieve this, only patients with urgent needs are being seen at this time. This action limits exposure while addressing the needs of those patients who require the most urgent of care.
* Non-urgent appointments are being rescheduled, but trust that our practice remains open should an emergency occur, or if there are changes to your vision between visits that require care.
* We are postponing all low‐risk Diabetic Retinopathy screening, and other screening services, until the situation has resolved and the needs of those whose treatments have been postponed, due to Covid-19 precautions, have been addressed.

**Considering the above, your previously scheduled appointment of (*Insert Date/Time*) will need to be rescheduled. Please contact our office at (Insert Contact Information) to reschedule.**

**What to do when your visit is postponed:**

* In the lead up to your next scheduled appointment, regularly monitor your vision with numerous available on-line resources such as, the Amsler grid, visual acuity, colour vision, and/or field testing.
* If you do notice a change in your vision, please contact us immediately to assess if an emergency visit is needed.
* Even though your appointment has been postponed we are still here for you and want to ensure your safety and your vision, please call or email us with any questions or to discuss any anxieties you may be having regarding your postponed visit.

Additional content to consider including if applicable

**If you are a person living with diabetes please find additional ways to reduce your risk:**

<https://www.idf.org/aboutdiabetes/what-is-diabetes/covid-19-and-diabetes.html>

* Pay extra attention to your glucose control. Regular monitoring can help avoid complications caused by high or low blood glucose.
* If you do show flu-like symptoms (raised temperature, cough, difficulty breathing), it is important to consult a healthcare professional. If you are coughing up phlegm, this may indicate an infection so you should seek medical support and treatment immediately.
* Any infection is going to raise your glucose levels and increase your need for fluids, so make sure you can access a sufficient supply of water.
* Make sure you have a good supply of the diabetes medications you need.
* Make sure you will be able to correct the situation if your blood glucose drops suddenly.
* If you live alone, make sure someone you can rely on knows you have diabetes as you may require assistance if you get ill.
* Keep a regular schedule, avoiding overwork, try to maintain a healthy diet and try to achieve a good night's sleep.

**Other ways to limit your exposure and reduce your risk during daily life**

https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public

* **Wash your hands frequently**: Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.
* **Maintain social distancing**: Maintain at least 2 meters (6 feet) from others.
* **Avoid touching eyes, nose, and mouth**: Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose, or mouth. From there, the virus can enter your body and can make you sick.
* **Practice respiratory hygiene**: This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze, then disposing of the used tissue immediately.
* **If you have a fever, cough, and difficulty breathing, seek medical care early**: Stay home if you feel unwell, but if you have a fever, cough, and difficulty breathing, seek medical attention and call in advance.
* **Stay informed and follow the advice given by your healthcare provider**: Stay informed on the latest developments about COVID-19. Follow the advice given by your healthcare provider and your national and local public health authorities on how to protect yourself and others from COVID-19.