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

Living in communities where cases of COVID-19 go up and down almost on a daily basis, we have learned ways to adapt to a ‘new’ normal. This remains true in our clinic yet the safety of our patients and staff remains the priority.

Given the recent increase in cases, you may feel anxious about attending your upcoming appointment but please be assured that we at the clinic continue to follow strict guidelines for infection control and are prepared to implement additional measures as needed.

Essential eye care services are being maintained with the previous well-tested safety precautions in the clinic. These safety measures are reviewed regularly and upgraded if there are changes in the rates of COVID-19 cases.

In accordance with the ophthalmology community and guidelines of the public health authority, we have established a series of measures to implement, which are outlined in the attached infographic, based on the following categories.

**Green**: Low rates of infection: masks and social distancing essential

**Yellow**: Moderate increase in infection rates: as above and minimum number of patients in clinic waiting room

**Red**: High rates of infection: the most restrictive public health measures

We feel it is important to share these measures with you beforehand. **We will notify you ahead of the next appointment if we have moved into a green, yellow or red scenario**.

For any questions or concerns please do not hesitate to contact the clinic.

*You may reach us at XXX during the following times YYY*.

Please remember, even during COVID-19, it is still **extremely important** to attend your regular treatment appointments in order to maintain your vision.

While all public health measures will be implemented strictly to minimize risk, it can never be completely eliminated. Therefore we will understand if, despite the safety measures above, you choose to cancel an appointment at any time.

**If you are unable to attend the appointment for any reason:**

* Please contact the clinic as soon as possible to cancel your appointment and make sure that another appointment is scheduled (your vision is important)
* Before the next scheduled appointment, monitor your vision regularly, with the attached Amsler Grid test, making sure to alternate eyes when conducting the test
* If you notice any changes in your vision, please contact the clinic to discuss whether an emergency visit is needed

We look forward to welcoming you in our clinic and working together to ensure your vision and safety is protected during this unprecedented time.

Sincerely,

<Salutation> <First Name> <Last Name>