



CRYSTAL L. FRANKLIN, OD, PA
"WE'RE KEEPING YOUR WORLD IN FOCUS"

Just like the entire medical community and world, the office of Dr. Crystal L. Franklin, OD, PA has been closely monitoring the coronavirus (COVID-19) pandemic.

We are taking every precaution to keep our patients, staff, and the public safe. We have begun to transition to a limited schedule. We will be triaging our high risk patients first, and plans are being put in place for virtual consults via Skype and in person emergencies as needed. As of right now, we are still operational; however, we are following the following firm guidelines:

- 1- As always, patient encounter surfaces including lobby, optical, pretesting rooms, patient rooms, diagnostic equipment, pens, door handles, etc. are disinfected with proper disinfectant before and after each patient encounter. All public surfaces are properly cleaned regularly throughout the day.
- 2-All routine patients will be contacted to give them the opportunity to reschedule their appointments. Beginning **March 23rd**, we **will be open** during the hours of 8:30am to 12:00pm Monday-Thursday to assist with all ocular emergencies including but not limited to red eyes, swollen eyes, foreign body removals, etc. We will be **closed** on Friday. We will operate under on this limited schedule at least for the next week. We will let you all know when normal business hours will resume.
- 3-We will offer curbside dispensing of optical materials (Glasses and/or Contact Lenses)-If patients need to pick up glasses or contact lenses, please give us a call at 843-314-9064 or 9065 and our optical staff will be glad to dispense them curbside. Please call a few minutes before arrival.
- 4-If anyone needs to replace glasses or order contact lenses or need an extension on your prescription, please contact us and we will assist you in obtaining some until you can come in for a visit.
- 5-If you are running out of your medication, and need a refill, we can transmit this electronically to your pharmacy.
- 6-If you have an ocular emergency and do not feel comfortable coming into the office, contact us and we can schedule a Skype, FaceTime or telephone appointment with Dr. Franklin. This consultation must be initiated at your request.

During this time of social distancing and quarantine, we must all continue to do our part by restricting our outside activities except for medical care. Please do your best to avoid public areas. If you feel that you are experiencing COVID-19 symptoms, call ahead before visiting our doctor's office or emergency room. Tell them that you have or may have COVID-19 upon arrival so that they can be prepared to treat you properly.

Let's make controlling this pandemic a collective effort. This too shall pass.

Sincerely,

Crystal L. Franklin, OD