

A Message to Our Patients from Dr. Pam Brown and the Eye Care Team at Chili Vision Group

Our highest priority at Chili Vision Group is the health and safety of our patients, staff, doctors and the communities we serve. Our teams are closely following the guidance of the CDC, AOA, NY State and local health organizations. To be compliant with New York State's PAUSE order and the Federal guidelines, we will temporarily postpone "Routine Eyecare" starting on Monday, March 23rd at 9:00 am. Our tentative restart date is May 4th but this is a fluid situation and that date may need to be modified. Dr. Brown will be available for our established patients with remote phone support for ocular emergencies. She is also available to renew prescriptions necessary for your eye health.

On-site glasses and contact lens service is not available. The directive states that in-person contact is prohibited.

CONTACT LENSES: We have instituted a temporary extension for contact lens prescriptions that expire March or April 2020. Simply leave a message on our office phone number and we will return your call to arrange payment and shipping for a 3 or 6 month supply to your home.

EYEWEAR: All pending eye glass orders are being held at the labs who are making them. We are making arrangements with our vendors to reroute the orders to get them to our patients in a timely manner. Rest assured they are working in partnership with us and understand the importance of getting them to you as soon as we are physically able. We will update you as information becomes available.

IF YOU ARE HAVING A TRUE OCULAR EMERGENCY, PLEASE CALL OUR OFFICE. 585-889-9693

Essential & Emergency Eye Care Questions

What's the difference between essential and emergency eye care vs. non-essential and routine eye care?

Essential and emergency eye care visits include medical visits related to systematic and ocular disease, blurry vision, changes in vision, or other symptoms that significantly impact or interfere with day-to-day activities, such as:

- Trauma, such as a blunt force injury or foreign object, or chemical burn in your eye
- Vision loss (with or without pain)
- Sudden onset of blurry vision or changed vision that hampers your day-to-day functions
- Pain, redness, or sensitivity to light
- Flashes of light or floaters in one eye or both (with or without loss of vision or pain)
- Contact lens-related pain, redness, discharge, sensitivity, or sudden discomfort
- Double vision, in either or both eyes
- If you are over age 40, if you suddenly or acutely see halos around lights
- If you experience a suddenly drooping eyelid
- If you are having sudden headaches with or without visual symptoms (recurrent or severe, with or without dizziness or vertigo)
- If you have lost or broken eyewear, or if you are low or out of contact lenses and don't have a pair of backup glasses*

Routine and non-essential eye care, like routine eye exams, are not considered "essential" at this time (but if you have concerns, please do contact your eye doctor). Other routine care scenarios could include:

- Routine eye exam
- Dry or gritty sensation in your eyes
- Itchy eyes
- Interested in getting fitted for contacts for the first time

We are all in this together and appreciate your understanding as we do our part during this challenging time. We look forward to serving your eye health and optical needs again soon.