
THEIA VISION CARE



Eye Care Because We Care

Good morning,

As of Tuesday evening, March 17th, the CDC has recommended that all routine eye care be deferred until further notice, in order to slow the transmission of COVID-19 through our community. Please be assured that we are still available to triage all urgent and emergent issues as well as help you with routine matters during this challenging time.

What does this mean?

- 1) If you are scheduled for an annual eye examination, we will tentatively reschedule you starting April 19th.
- 2) If you need to replace glasses or contact lenses and 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.
- 3) If you are running out of a medication, please contact us and we will work with you and your pharmacy.
- 4) If you have an issue which cannot wait for an office visit, contact us and we will schedule a FaceTime, Skype, or telephone appointment with Dr. Koeck.
- 5) If you have an ocular emergency, we are, as always, available to help you at any time. Call (262) 361-0022 and wait for instructions at the end of the message. Dr. Koeck will try her best to meet you in the office whenever possible. If not, we will direct you to the nearest eye emergency facility.
- 6) During this period of social distancing and quarantine, we must all do our part by restricting activities outside the home except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ridesharing, or taxis.
- 7) Please remember that 80% of COVID-19 cases are mild and resolve within a week. However, if you feel your symptoms are worsening, call ahead before visiting your doctor's office or emergency department and tell them you have or may have COVID-19. This will help the office protect themselves and other patients.

The CDC has many wonderful resources. Arming yourself and your family with clear information will help you avoid undue stress. See the links posted above.

We have asked our staff to stay home until further notice to protect them, our patients, our city, our nation, and our planet. Despite the financial and emotional hardships this will cause, we ask every one of you to do the same.

On a personal note, Theia Vision Care is a small family business. Dr. Koeck lost her mom, Rimma, to Acute Myeloid Leukemia, an aggressive bone cancer, in 2015. Rimma was misdiagnosed by a medical system that could have done better. Dr. Koeck opened Theia Vision Care two years later in 2017 to practice health care in a way that puts you first. We must close our doors to routine examinations at this time to save those who are at risk. Family is the core of our business.

Together we will weather this storm.

With sincerest wishes of your continued good health, we remain at your service,

Dr. Anna Koeck

Kelly Hendrix

Holly Kraemer

TVC