

CORONAVIRUS (COVID-19) UPDATE FOR CONTACT LENS ORDERS

In the event that we must close due to the Coronavirus (COVID-19) outbreak, we have implemented the following system for contact lens orders.

1. **PLACING YOUR ORDER** – The most efficient way is to email me directly, at matthew.leggio@bulleeneyecare.com.au with your name, contact number, and quantity of contact lens order(s). I will then contact you via phone (or email) to discuss costing, time frame and delivery or pick up. The majority of suppliers have responded to the current climate by offering direct to patient delivery. If you do not have access to email, then please ring the practice on (03) 9850 7504 and leave a voice message, and a return contact number. I will be checking the voice messages daily.
2. **PAYING FOR YOUR ORDER** – Direct Transfer from a savings/debit account is preferred. Account details as follows: **Account Name – Bulleen Eyecare, BSB: 083 -230, Account Number: 54 614 8429**. For those of you who do not have access to internet banking, alternate arrangements can be made on a case to case basis. Orders will be processed **once payment is confirmed**, which can be done by sending remittance advice to the email address above. All other forms of payment will be dealt with on a case to case basis.
3. **HEALTH INSURANCE CLAIMING (HICAPS)** – Many of you have health insurance with extras, and are able to claim the cost of the contact lenses. A receipt with health insurance item numbers will be emailed to you to assist with your claim, which most health insurance providers have an online service for claiming. Again, if email is not possible, I will print and deliver a hard copy receipt to your address.
4. **DELIVERY/COLLECTION OF YOUR ORDER** – My plan is to have the vast majority of orders sent directly to the patient. If this is not possible, alternate arrangements can be made, again on a case by case basis.

I thank you for your ongoing support through this very difficult times, and I wish that you and your families and loved ones stay safe.

Kind Regards,

Matthew Leggio, Director Bulleen Eyecare

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