Message to Our Patients:

For over 35 years, the Spectrios Institute for Low Vision has been committed to the mission of providing hope, supported by science, to children and adults with vision loss. In the midst of the COVID-19 (“coronavirus”) pandemic, we remain committed to this mission, and we have taken steps to maximize the safety of our patients and employees, in accordance with CDC guidelines, while still providing world class low vision rehabilitation. We recognize that patients in our community will continue to experience urgent eye or vision problems, and many of our existing patients will have ongoing needs for the monitoring and rehabilitation of serious eye diseases. We remain available and ready to help our patients in need.

(1) For our more urgent patients, for example those experiencing acute problems with their eyes or vision, as well as some patients with ongoing needs for serious eye conditions, we recommend that you reach out to your primary ophthalmologist or sub-specialist (eg: retina specialist).

(2) We have developed a specialized low vision telehealth service. This is a service called “Telemedicine,” and recent legislation has made this option easier than in the past. Some insurers have instituted $0 copays during the pandemic for this type of care. We recommend you check with your insurer to confirm your specific coverage.

(3) Our clinicians are personally calling patients to address specific concerns. If you have a specific question or concern, please give us a call and we can schedule a call or telehealth visit for you with one of our low vision professionals.

(4) Currently the Deicke House of Hope is closed. However, we may be able to assist you should you have issues with your glasses, devices or technology. Please give us a call at 630-690-7115 and we will have someone get in touch with you to provide assistance.

(5) Please note that for the protection of patients, clinicians, and employees, our location will be closed to patient visits, but our staff will be checking messages and emails regularly.

(6) Business and Insurance departments will be available by phone at 630-690-7115.
If you are experiencing a cough, fever or other flu-like symptoms, we urge you to call your primary care physician or present to your local emergency department. If you have any of the following:

- Cough, fever or other flu-like symptoms; or
- Exposure to another person with these symptoms; or
- Exposure to someone confirmed to have COVID-19

If you are experiencing any concerns with your eyes or vision, we are here to support you now, and we will continue to be available after the COVID-19 pandemic has passed. Please call us at 630-690-7115, and we will help you find the best possible solution to your vision problem.

We look forward to working with you in the future.

Sincerely,
The Spectrios Institute for Low Vision Team