

Award: Elsie Field Health Care Provider Award
Recipient: LensCrafters and Pearle Vision
Presenter: Yadira Montoya

This evening, I also have the privilege of presenting the Elsie Field Health Care Provider Award. I am pleased to announce that both LensCrafters and Pearle Vision of Champaign were chosen for this award for their outstanding commitment to providing free vision care to residents of the Champaign community.

LensCrafters and Pearle Vision of Champaign are being recognized today because of their charitable work through a program called Gift of Sight. The Gift of Sight program provides free eye-exams and glasses to community members who would not otherwise be able to afford it. Each month, social service agencies and non-profit organizations can refer clients to LensCrafters and Pearle Vision for vision care.

The Gift and Sight program has become an invaluable resource to many of our clients at CCHCC. This past year, Anne and I have referred dozens of clients to the Gift of Sight program. Specifically, we refer clients who call the Consumer Health Hotline because they are looking for assistance covering their eye exams or glasses. Anne, who coordinates the Medicare 100/+ program also refers many seniors who needed eye exams and glasses that are not covered by Medicare. The services clients receive through the Gift of Sight program have been invaluable and clients always report a positive experiences.

Now I would like to highlight some stories of clients who have benefited from the Gift of Sight program at both LensCrafters and Pearle Vision.

Would the LensCrafters staff please step forward?

The clients I have referred to LensCrafters have told me about the friendly and outstanding customer service they have received. One month, one of my clients who I had referred there called me in a panic because he had forgotten his prescription. He knew that without his prescription he could not get his glasses. He was worried about missing out of the Gift of Sight program, and was planning on returning a different time or another day.

However, transportation for my client was a hardship as he did not own a car and lived near St. Joseph. I asked my client to stay at LensCrafters and spoke to a staff member there who reassured me that getting his prescription was not a big issue at all, and that she would personally request the client's prescription from his optometrist via fax. Sure enough, she called and requested my client's prescription from the optometrist's office. About 15 minutes later, the fax with my client's prescription came through and he was able to pick his pair of glasses and pick them up a few hours later. This is just one example of the excellent customer service that my clients receive at LensCrafters. Thank you, LensCrafters!

Now, I'd like the staff from Pearle Vision to step forward.

Clients that I have referred to Pearle Vision have shared with me that the Pearle Vision optometrist and staff are kind and accommodating to the needs of a diverse clientele. For example, I was pleased to learn that language access is not a problem for the Spanish speaking clients I have referred to Pearle Vision. Although using an interpreter to conduct an eye exam with a person that had limited English proficiency can be time-consuming, the doctor has been extremely patient in such situations. I have also worked with several staff at Pearle Vision in extra steps involved when referring a Spanish-speaking client to schedule their eye exam, do reminder calls about their appointments, and scheduling a time for them to pick up their glasses. All of my clients are extremely grateful for the care and the respect they receive from all of the Pearle Vision office staff. Thank you, Pearle Vision!

I share these stories with you because often times programs with low cost/free services are difficult to apply for, may not offer the best quality of care, or have a long waiting time. However, through the Gift of Sight program, clients have real access to free vision care, and the process is simple and easy.

We are lucky to have providers like you in our community. I look forward to continue working with your staff to help many more of our clients get needed eye exams and glasses. We applaud your contributions to the health and well-being of the most needy in our community.

Thus, on behalf of all the clients you have helped, we are tremendously grateful for your commitment to provide access and vision care to the residents of the community regardless of their income or insurance status. It is a privilege to recognize and honor each of you with the Elsie Field Health Care Provider award.