



SEE BETTER / LOOK BETTER

DIANA C. YUEN O.D.  
ANGELA CHEUNG O.D.  
NEDA AKHONDAN O.D.

3330 GRAND AVENUE  
OAKLAND, CALIFORNIA 94610  
510.832.3162

GRANDLAKEOPTOMETRY.COM

## COVID-19 POLICY AND PROCEDURES

The Alameda County Health Care Services Agency has stated that under the current Shelter-in-Place order **“all medical services, including routine and preventive care, are considered essential. This includes (among other things) eye exams. With the exception of dental services, preventive and non-urgent care should generally not be deferred.”**

As we actively resume our role as your primary eyecare provider, we recognize the important responsibility that we have to insure your safety and minimize your risk of infection while visiting our clinic. We have implemented many new policies and procedures in order to fulfill that responsibility and also protect our staff members. We require your cooperation and ask for your patience as we take this new journey together.

### **PRIOR TO YOUR VISIT:**

- Review this document (COVID-19 Policy and Procedures) thoroughly
- An intake form is sent to all new patients prior to their examination appointment via cell phone. Please complete, sign, and return this form before the day of your visit.
- We request that new and previous patients text/email an image of their medical insurance cards to our office to be entered into their electronic file.
- Previous patients will be asked via text to approve exchanging health information with us through text messaging and/or email should the need arise in the future.
- **Do not come** if you are ill or exhibiting any symptoms such as fever, cough, or sneezing.

### **ON THE DAY OF YOUR APPOINTMENT:**

- Please arrive unaccompanied (except for those who require a caretaker or a child accompanied by a parent).
- You must wear a face covering at all times.
- Wait outside the front door until you are greeted by our staff member.
- Your temperature will be taken at the door.
- You will be asked a few short questions about your recent health at the door.
- Once you enter the office, you will be asked to wash your hands thoroughly with soap and water before you are taken back to begin your examination.
- We will complete your business at the door whenever possible (i.e. contact lens dispensing)

## **AFTER YOUR EXAMINATION:**

- You will be seated at a table in the optical area and assisted by our experienced opticians.
- Based on your prescription, your facial features, and your stated preferences, the opticians will bring a selection of appropriate frames to you. You are welcome to try on any frames you wish, but we ask that you allow the opticians only to remove them from the trays and displays. Every frame that is tried on will be sanitized before being returned to the displays.

The following are measures we have adopted to minimize your risk of infection.

1. We have reduced our scheduled appointments by 50% in order to minimize patients encountering others during their visit. This also allows for added time to sanitize the various areas of the office between patients.
2. All staff members as well as patients will be required to wear face masks, and staff members in the clinical area will also wear face shields.
3. All staff members as well as patients will be screened for symptoms of illness before entering the clinic.
4. All staff members are required to wash their hands thoroughly with soap and water between every patient.
5. Staffing will be kept to a minimum in order to reduce the number of individuals you will encounter during your visit
6. Between patients we will wipe down all surfaces that may have been touched, using hydrogen peroxide or hypochlorous acid solution. This includes examination equipment, chairs, door handles, counter and table surfaces, faucets, and eyeglass frames.
7. Patients will be allowed to enter the office by appointment only, including eyewear dispensing, adjustments, and repairs, in order to limit patient interactions.
8. All extraneous items have been removed from the various areas of the office (i.e. magazines, extra reception room seating, display materials and signage, mirrors, accessory items).
9. Large plexiglass shields have been installed at the front desk.
10. We will encourage all contact lens wearers to have their contact lens supply shipped directly to them in order to avoid a return visit to our office.
11. Perform Optomap retinal screening on all patients in order to assess the retinal health adequately (in many, but not all cases) without dilation. This will help to minimize close contact with our clinicians and significantly decrease the length of time spent in our clinic.

Our office takes the threat of the COVID-19 very seriously and regrets the unexpected and dramatic impact that it has had on each of our lives. We look forward to the day when we are able to breathe a little easier and enjoy one another's company from less than six feet away. Minimizing the spread of this terrible virus requires everyone's cooperation. Thank you for your understanding and cooperation as we attempt to do our part here at Grand Lake Optometry.