



SEE BETTER / LOOK BETTER

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COVID-19 POLICY AND PROCEDURES

During these unprecedented times, we recognize the important responsibility that we have to insure your safety and minimize your risk of infection while visiting our clinic. Since re-opening our clinic in May 2020, we have implemented many new policies and procedures in order to fulfill that responsibility and protect our staff members. As circumstances have changed over the past few months, we have made appropriate changes to our procedures, but choose to remain especially cautious for everyone's well-being. We ask for your patience and cooperation.

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.
- If the reception area is occupied, knock and wait outside the door for a staff member to admit you.
- Your temperature will be taken when you enter the building.
- Once you enter the office, you will be asked to use the hand sanitizer available in the reception area, or wash your hands thoroughly with soap and water before you are seen.
- 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. All areas of the office are sanitized between patients.
2. All staff members as well as patients will be required to wear face masks.
3. All staff members as well as patients will be screened for symptoms of illness before entering the clinic.
4. Additional hand sanitizer dispensers have been installed throughout the clinic.
5. All staff members are required to wash their hands thoroughly between every patient.
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, 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.

Though the threat of the COVID-19 virus has decreased in recent times, we do not believe we should let our guard down completely. In order to lessen the risk of spreading infection unwittingly, we are asking our staff and our patients to continue to take extra precautions in our clinic. Defeating 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.