



CHANGES TO EYE CARE AND OPTICAL OPERATIONS DUE TO COVID-19

**EFFECTIVE IMMEDIATELY UPON RE-OPENING MAY 15, 2020 UNTIL FURTHER NOTICE*

In light of the current situation regarding COVID-19 (coronavirus) outbreak, Eye Zone Optometry will be making temporary changes to how we operate the office from the front desk, waiting area, exam room and optical dispensary. These changes are meant to ensure the safety of the doctor, staff, and all patients that choose to receive Eye Care and Eyewear from our facility. The temporary changes will be as follows:

- **EVERYONE will be required to wear a FACE MASK** to be seen for an eye appointment, pick up glasses or contacts, and browse our optical area. Any patient who refuses to comply during their scheduled visit will not be seen and need to re-schedule.
- The Doctor and Optical Staff will be wearing Personal Protective Equipment (PPE) such as face masks and face shields when there are instances when 6 ft. social distancing cannot be adhered to, such as eye examination and dispensing eyewear/adjustments. Patient has the right to request that any staff member wear PPE at any time during their visit.
- Upon entering our facility, a staff member may take your temperature with a non-contact thermometer, and will be providing hand sanitizer/require hand washing prior to seeing the doctor. Using hand sanitizer or hand washing will be required prior to trying any frames in our optical dispensary.
- Any patient who has been recently ill within the past five days of their appointment, reports symptoms that could be linked to COVID-19, or been diagnosed with COVID-19 will be asked to re-schedule at least two weeks from the initial appointment request.
- Limiting number of people in our office:
 - Whenever possible, only one person allowed at a time for their appointment or dispensing any eyewear. Any additional people will be asked to remain outside or in their car to reduce the number of people in our office. Exceptions to this rule are a parent attending with their child for eye exam or a patient that requires a caregiver.
 - If planning to pick up glasses or contacts, we appreciate you calling our office to inform us of your arrival. This will give us time to prepare your items for curbside pick-up, or recommend a time for you to arrive and avoid too many people in the optical. You may be asked to wait outside if this situation occurs.
- Limiting amount of time in our optical and waiting area
 - Your optician will have a limited allotted time to be able to show you frames in our dispensary. If you exceed that allotted time, we can set up an additional

appointment for you to come in. This is to allow our staff time to be able to sanitize all frames that you try on and sanitize optical area for the next patient. Only one person at a time will be allowed to browse for a frame, with exception to a parent with their child or patient with caregiver.

- Patient Check-In Procedures:
 - **New Patients**: If possible, please print and fill out your patient intake forms prior to your visit. This will limit the amount of time you are in our waiting area filling out paper work. If you do need to fill out paperwork, there will be a bin for you to place used pens for sanitizing. Feel free to bring your own! Please provide your insurance information at least a day before your visit so we can verify benefits before your arrival.
 - **Returning Patients**: We will verbally confirm any changes to your information. Any major changes to your information, then please print and fill out an updated intake form prior to your visit. Any changes to your insurance information, please inform us at least a day before your appointment.

- Curbside Pick-up of glasses and contact lenses will be strongly encouraged. Contact lens delivery options will be available upon request. This will help us maintain social distancing recommendations.

- Increased Sanitation measures will be in place.
 - After every patient encounter, all diagnostic equipment, equipment shields and commonly touched surfaces will be disinfected.
 - All frames that a patient has tried on will be placed in a tray for disinfection before being placed back on our frame displays. There will be a limit to number of frames that can be tried on, and only our optician will remove frames from the displays for you to try. This is to assist us as the disinfection protocol can be time consuming.
 - Multiple times a day our staff will be disinfecting commonly touched surfaces in our optical. You may be asked to wait outside if we are still in the process of completing the disinfection of the optical before your visit.

We appreciate your understanding of the measures we have to implement during this time. Let's all do our part to help fight the spread of COVID-19!