

NEW OFFICE PROTOCOLS

In the effort to keep our staff safe as well as our patients, we have established the new protocols as follows.

FACE COVERING REQUIREMENT: We require the use of face covering for yourself and your Caregiver during your entire stay to reduce the spread of the coronavirus, and ask that you use the hand sanitizer or wash your hands upon entry. Your temperature will be taken upon entry with a touchless thermometer.

MAXIMUM PATIENT OCCUPANCY: Patients must arrive alone except for ONE (1) caregiver if the patient is a young child or dependent. If possible the Caregiver shall remain in the waiting room or their car during the patient's exam. Facetime or phone calls initiated by the present Caregiver at the time of the Dr's consultations can be allowed to include other Caregivers wishing to be included in the decisions of the exam outcome and Q&A.

WAITING ROOM OCCUPANCY: If possible, the accompanying Caregiver shall remain in the waiting room (or their car) rather than the exam room (unless the child is very young or uneasy) but shall be allowed to enter the exam room for the discussion of the exam results and decision making. You will notice that all toys and magazines have been removed as they are difficult to keep disinfected.

DISINFECTION PROCEDURES: All patient touched areas are cleaned between patients within the exam rooms, dispensing areas and tools used to adjust frames and frames that have been touched by a patient are disinfected before they are returned to the boards. Credit card payment keypads are wiped down between uses as well as pens used. Door knobs and countertops are wiped down 2x a day, except in the exam rooms where they are wiped down between patients. We ask that you do not place your cell phones on the counters or tables and if possible, to keep them in your pocket or purse during your entire stay.

SCHEDULING: We have adjusted our scheduling times and expanded them to ensure that no crowding occurs. You may find that as hard as it can be, we are making an attempt to shorten our conversations to cover only what is necessary to reduce face-to-face interactions. Within 48 hours of your appointment, an email and text will be sent regarding a pre-appointment questionnaire with screening questions of any COVID-19 symptoms and if any changes are necessary for your health history. This review will not only prevent those with symptoms from entering our office, but having pre-reviewed their health history will expedite their in-office experience and enhance social distancing. We hope that we will be able to resume our ability to communicate more freely in the future, but of course, feel free to follow-up any questions via phone call, text or email. Our text service is encrypted to be secure, but please be aware that emails are not secure and any HIPAA sensitive information should not be included in that message.

We look forward to when we can relax some of these protocols, and thank you for your understanding in these difficult times.