

Dear Patient,

We hope this note finds you and your family well. We take your safety and that of our team seriously especially during this unprecedented time. Amidst the COVID-19 pandemic, our office has implemented many additional safety measures to protect our patients and each other. This note is to inform you of what to expect when you return to our offices.

Assessing for COVID:

- We will ask each patient and visitor specific questions to determine your COVID exposure risk or for any known signs or symptoms of COVID. We ask these questions daily of each team member as well.
- We are checking everyone's temperature prior to walking into the office. If anyone has a temperature of 100.4 degrees F or more, we will ask you reschedule your appointment and set up an appointment with your primary care doctor.
- We ask that if you are sick, are in contact with someone who is/was recently ill or has tested positive for COVID to reschedule your appointment.

Protection from COVID while in the office:

- We have reduced our clinical schedules to enhance the patient experience, allow for increased social distancing and reduce the patient's time in the office.
- We are limiting patients in the waiting room and working together to bring patients directly into an examination room. You will see limited seating in the waiting room to comply with social distancing requirements. You may be asked to wait in your car if appropriate seating arrangements are not available until an examination room is available for use.
- Our team follows all guidelines recommended by the CDC and we ask that you do the same while you are at the office:
 - o Wearing a face covering that covers your nose and mouth for the duration of the time you are in the office.
 - o Using hand sanitizer or washing hands with soap/water for 20 seconds routinely and before and after touching a patient.
 - o Avoid touching your face.
 - o If you need to cough/sneeze, do so in a tissue if possible (and then throw it away) or in your elbow. Wash your hands afterwards.
 - o Enforcing social distancing in the office, aside from when in direct patient care during the examination or needed testing.
 - We have added "6 feet" marks on the floor to remind everyone.
- We have placed breath shields at the front desk and check out areas and at the slit lamp (machine the doctor uses to examine your eyes).
- Your doctor will limit discussion with you when in close distance to you, and may complete education or discussion regarding your care after your clinic visit on the phone, if needed.
- We are sanitizing high-touch areas hourly in the waiting rooms, and between every patient in the exam rooms (including counter tops, chair handles, doorknobs and the like).
- We have added deep cleaning protocols, as indicated.

- We have cleared out all items that are “touched” and not necessary in patient care, including coffee and magazines.
- Visitors:
 - o If you need to bring someone with you to your appointment, we request you limit the visitor to one person.
 - o All visitors will be asked to follow the same guidelines as the patient.

Communication:

- Since we are limiting our appointments and schedules, we kindly ask that if there has been a change in your plans and you are unable to come to your office visit, please contact us to cancel the appointment so that we can schedule another patient who maybe in need.
- Please communicate with us specifically if you or someone you are in close contact with has been exposed or testing positive to COVID-19.
- If you would like to schedule a telemedicine appointment, please let us know. While this is not a substitute for a clinical examination, this is an option if you are high risk or have been exposed and cannot come to the office.
- We ask that you review the attached consent which you will be asked to sign if you come for an in-office examination.

We thank you for placing your trust in our care. We are all in this together. We appreciate your cooperation as we all work to minimize the spread of the COVID-19 virus, and please know that we will do our part. If you have any questions, please ask a team member or your doctor. We look forward to serving you.

Arbor Centers for EyeCare